Enterprise Incident Report January 2013

As of **2/1/2013**

Health

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents
Bottom Number - First Contact Resolution

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	FCR Total
Health	Application Services	Danielle Hood	1 0	13 1	0 0	14 1
		Dustin Crump	0 0	13 1	0 0	13 1
		Martin Gonzalez	1 1	20 20	0 0	21 21
		Terry Forsgren	0 0	15 0	0 0	15 0
		Tony Larsen	0 0	15 1	1 0	16 1
		Assigned to Individual Total	2 1	76 23	1 0	79 24
	Application Support - Data Warehouse	Dena Uesele	0 0	1 0	0 0	1 0
		Shana Woodall	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - EFIND	Anhkim Le	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Health

			High	Low	Medium	FCR Total
Health	Application Support - MMIS	Steven Hegji	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - Oracle	Ryan Nicol	0 0	1 0	0 0	1 0
		Tony Hess	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Campus Networking	Jordy Davis	0 0	8 6	0 0	8 6
		Tim King	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 6	0 0	9 6
	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		Curtis Parker	0 0	1 0	0 0	1 0
		Danny Black	0 0	1 0	0 0	1 0
		Jake Vandenberghe	1 0	1 0	0 0	2 0
		Joe Benson	0 0	1 0	0 0	1 0
		Mycah Mattox	1 0	1 0	0 0	2 0

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Health

			High	Low	Medium	FCR Total
Health	Capitol Hosting	**Assigned to Individual Total**	2 0	6 0	0 0	8 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Boyd Webb	0 0	1 0	0 0	1 0
		Dan Cook	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Help Desk	Brenda Treadway	0 0	9 9	0 0	9 9
		Eileen Dubach	0 0	6 6	0 0	6 6
		James Stearns	0 0	3 3	0 0	3 3
		Julie VanBeekum	0 0	12 12	0 0	12 12
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	10 8	0 0	10 8
		Assigned to Individual Total	0 0	41 38	0 0	41 38
	Metro A Help Desk	Ed Conrad	0 0	3 3	0 0	3 3
		Assigned to Individual Total	0 0	3 3	0 0	3 3

Health

			High	Low	Medium	FCR Total
Health	Metro A Hosting	Keith Scholl	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Annice Valdez	0 0	2 0	0 0	2 0
		Jay Locker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Help Desk	Todd Manning	0 0	4 4	0 0	4 4
		Val Shepherd	0 0	4 4	0 0	4 4
		Assigned to Individual Total	0 0	8 8	0 0	8 8
	Metro C Help Desk	Ross Owen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro C West Desktop Support	Hal Wold	0 0	1 0	0 0	1 0
		Shane Squire	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro D Desktop Support	Eldon Jenson	0 0	40 13	0 0	40 13

Health

			High	Low	Medium	FCR Total
Health	Metro D Desktop Support	Michael Schmidt	0 0	23 0	0 0	23 0
		Philip Henderson	0 0	41 24	1 0	42 24
		Sevier Averett	0 0	21 3	0 0	21 3
		Steve Gibb	0 0	25 2	0 0	25 2
		Tina West	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	154 42	1 0	155 42
	Metro D Help Desk	Doug Brown	0 0	87 62	0 0	87 62
		John Robinson	0 0	47 33	0 0	47 33
		Matthew Earl	1 1	78 50	0 0	79 51
		Assigned to Individual Total	1 1	212 145	0 0	213 146
	Metro D Hosting	Cameron Cooper	0 0	1 0	0 0	1 0
		David Hert	0 0	4 2	0 0	4 2
		Donny Ford	0 0	3 0	0 0	3 0
		Glenn Lepore	0 0	4 0	1 0	5 0

Health

			High	Low	Medium	FCR Total
Health	Metro D Hosting	Sean McMillan	0 0	8 0	0 0	8 0
		Steven Haderlie	0 0	8 0	2 0	10 0
		Assigned to Individual Total	0 0	28 2	3 0	31 2
	Network Operations	Jared Elzinga	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	18 4	0 0	18 4
		Christie Burnham	0 0	6 1	0 0	6 1
		Duane Hardy	0 0	46 21	0 0	46 21
		Assigned to Individual Total	0 0	70 26	0 0	70 26
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	1 1	0 0	1 1
		Ron LeBaron	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	5 3	0 0	5 3
	Rural North Desktop Support	Don Higgs	0 0	3 2	0 0	3 2

Health

			High	Low	Medium	FCR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0	4 4	0 0	4 4
		Lori Hartzell	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	1 1	0 0	1 1
		Ruston McKay	0 0	13 12	0 0	13 12
		Ryan Casey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	23 19	0 0	23 19
	Rural South Desktop Support	Dan Anthony	0 0	1 1	0 0	1 1
		Lance Nay	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 2	0 0	2 2
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Anthony Booyse	0 0	1 0	0 0	1 0
		Corona Ngatuvai	1 0	0 0	0 0	1 0
		Danielle Hood	0 0	1 0	0 0	1 0

Health

Health			High	Low	Medium	FCR Total
Health	Technical Lead/Project Manager	Martin Gonzalez	0 0	3 3	2 2	5 5
		Assigned to Individual Total	1 0	5 3	2 2	8 5
	USIIS Outreach	Tavish Paulsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		James Gifford	0 0	4 0	0 0	4 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	6 3	0 0	6 3
		Assigned to Individual Total	0 0	17 3	0 0	17 3
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	FCR Total
Health	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	5 0	0 0	5 0
	Assigned Group Total		6 2	687 326	7 2	700 330
Customer Company Total			6 2	687 326	7 2	700 330

Health

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents
Bottom Number - Missed Inital Response

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	MIR Total
Health	Application Services	Danielle Hood	1 0	13 8	0 0	14 8
		Dustin Crump	0 0	13 11	0 0	13 11
		Martin Gonzalez	1 0	20 14	0 0	21 14
		Terry Forsgren	0 0	15 2	0 0	15 2
		Tony Larsen	0 0	15 8	1 0	16 8
		Assigned to Individual Total	2 0	76 43	1 0	79 43
	Application Support - Data Warehouse	Dena Uesele	0 0	1 0	0 0	1 0
		Shana Woodall	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - EFIND	Anhkim Le	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Health

			High	Low	Medium	MIR Total
Health	Application Support - MMIS	Steven Hegji	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Oracle	Ryan Nicol	0 0	1 1	0 0	1 1
		Tony Hess	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Campus Networking	Jordy Davis	0 0	8 5	0 0	8 5
		Tim King	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	9 6	0 0	9 6
	Capitol Hosting	Conn Peterson	0 0	1 1	0 0	1 1
		Curtis Parker	0 0	1 0	0 0	1 0
		Danny Black	0 0	1 1	0 0	1 1
		Jake Vandenberghe	1 0	1 0	0 0	2 0
		Joe Benson	0 0	1 1	0 0	1 1
		Mycah Mattox	1 0	1 0	0 0	2 0

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Health

			High	Low	Medium	MIR Total
Health	Capitol Hosting	Assigned to Individual Total	2 0	6 3	0 0	8 3
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Boyd Webb	0 0	1 0	0 0	1 0
		Dan Cook	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 0	0 0	4 0
	Help Desk	Brenda Treadway	0 0	9 0	0 0	9 0
		Eileen Dubach	0 0	6 1	0 0	6 1
		James Stearns	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	12 0	0 0	12 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	10 1	0 0	10 1
		Assigned to Individual Total	0 0	41 2	0 0	41 2
	Metro A Help Desk	Ed Conrad	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Health

Health			High	Low	Medium	MIR Total
Health	Metro A Hosting	Keith Scholl	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Annice Valdez	0 0	2 0	0 0	2 0
		Jay Locker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0
	Metro B Help Desk	Todd Manning	0 0	4 0	0 0	4 0
		Val Shepherd	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro C Help Desk	Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C West Desktop Support	Hal Wold	0 0	1 0	0 0	1 0
		Shane Squire	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Metro D Desktop Support	Eldon Jenson	0 0	40 3	0 0	40 3

Health

			High	Low	Medium	MIR Total
Health	Metro D Desktop Support	Michael Schmidt	0 0	23 3	0 0	23 3
		Philip Henderson	0 0	41 0	1 0	42 0
		Sevier Averett	0 0	21 1	0 0	21 1
		Steve Gibb	0 0	25 1	0 0	25 1
		Tina West	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	154 8	1 0	155 8
	Metro D Help Desk	Doug Brown	0 0	87 0	0 0	87 0
		John Robinson	0 0	47 1	0 0	47 1
		Matthew Earl	1 0	78 2	0 0	79 2
		Assigned to Individual Total	1 0	212 3	0 0	213 3
	Metro D Hosting	Cameron Cooper	0 0	1 0	0 0	1 0
		David Hert	0 0	4 1	0 0	4 1
		Donny Ford	0 0	3 1	0 0	3 1
		Glenn Lepore	0 0	4 1	1 0	5 1

Health

			High	Low	Medium	MIR Total
Health	Metro D Hosting	Sean McMillan	0 0	8 0	0 0	8 0
		Steven Haderlie	0 0	8 1	2 0	10 1
		Assigned to Individual Total	0 0	28 4	3 0	31 4
	Network Operations	Jared Elzinga	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	18 1	0 0	18 1
		Christie Burnham	0 0	6 0	0 0	6 0
		Duane Hardy	0 0	46 0	0 0	46 0
		Assigned to Individual Total	0 0	70 1	0 0	70 1
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Rural North Desktop Support	Don Higgs	0 0	3 0	0 0	3 0

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Health

			High	Low	Medium	MIR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0	4 0	0 0	4 0
		Lori Hartzell	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	13 0	0 0	13 0
		Ryan Casey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	23 0	0 0	23 0
	Rural South Desktop Support	Dan Anthony	0 0	1 0	0 0	1 0
		Lance Nay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Anthony Booyse	0 0	1 0	0 0	1 0
		Corona Ngatuvai	1 1	0 0	0 0	1 1
		Danielle Hood	0 0	1 0	0 0	1 0

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Health

			High	Low	Medium	MIR Total
Health	Technical Lead/Project Manager	Martin Gonzalez	0 0	3 0	2 0	5 0
		Assigned to Individual Total	1 1	5 0	2 0	8 1
	USIIS Outreach	Tavish Paulsen	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		James Gifford	0 0	4 1	0 0	4 1
		Julie Sabato	0 0	2 0	0 0	2 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	17 1	0 0	17 1
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	MIR Total
Health	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	5 0	0 0	5 0
	Assigned Group Total		6 1	687 75	7 0	700 76
Customer Company Total			6 1	687 75	7 0	700 76

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Health

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents
Bottom Number -Average time in hours

Customer Company	Assigned Group	Assigned to Individual	High	Low	Medium	ATTIR Total
Health	Application Services	Danielle Hood	1 0.00	13 4.86	0 0.00	14 4.51
		Dustin Crump	0 0.00	13 44.14	0 0.00	13 44.14
		Martin Gonzalez	1 0.42	20 49.31	0 0.00	21 46.98
		Terry Forsgren	0 0.00	15 0.54	0 0.00	15 0.54
		Tony Larsen	0 0.00	15 4.80	1 0.00	16 4.50
		Assigned to Individual Total	2 0.21	76 22.41	1 0.00	79 21.57
	Application Support - Data Warehouse	Dena Uesele	0 0.00	1 0.40	0 0.00	1 0.40
		Shana Woodall	0 0.00	1 0.99	0 0.00	1 0.99
		Assigned to Individual Total	0 0.00	2 0.69	0 0.00	2 0.69
	Application Support - EFIND	Anhkim Le	0 0.00	1 0.45	0 0.00	1 0.45

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Health

			High	Low	Medium	ATTIR Total
Health	Application Support - EFIND	**Assigned to Individual Total**	0 0.00	1 0.45	0 0.00	1 0.45
	Application Support - MMIS	Steven Hegji	0 0.00	2 0.34	0 0.00	2 0.34
		Assigned to Individual Total	0 0.00	2 0.34	0 0.00	2 0.34
	Application Support - Oracle	Ryan Nicol	0 0.00	1 6.58	0 0.00	1 6.58
		Tony Hess	0 0.00	3 0.41	0 0.00	3 0.41
		Assigned to Individual Total	0 0.00	4 1.95	0 0.00	4 1.95
	Campus Networking	Jordy Davis	0 0.00	8 8.51	0 0.00	8 8.51
		Tim King	0 0.00	1 1.19	0 0.00	1 1.19
		Assigned to Individual Total	0 0.00	9 7.70	0 0.00	9 7.70
	Capitol Hosting	Conn Peterson	0 0.00	1 2.17	0 0.00	1 2.17
		Curtis Parker	0 0.00	1 0.14	0 0.00	1 0.14
		Danny Black	0 0.00	1 1.11	0 0.00	1 1.11
		Jake Vandenberghe	1 0.09	1 0.11	0 0.00	2 0.10
		Joe Benson	0 0.00	1 19.07	0 0.00	1 19.07

Health

Health			High	Low	Medium	ATTIR Total
Health	Capitol Hosting	Mycah Mattox	1 0.81	1 0.88	0 0.00	2 0.85
		Assigned to Individual Total	2 0.45	6 3.91	0 0.00	8 3.05
	Enterprise Security	Bart Grant	0 0.00	1 0.56	0 0.00	1 0.56
		Boyd Webb	0 0.00	1 0.00	0 0.00	1 0.00
		Dan Cook	0 0.00	2 0.41	0 0.00	2 0.41
		Assigned to Individual Total	0 0.00	4 0.34	0 0.00	4 0.34
	Help Desk	Brenda Treadway	0 0.00	9 0.02	0 0.00	9 0.02
		Eileen Dubach	0 0.00	6 8.61	0 0.00	6 8.61
		James Stearns	0 0.00	3 0.00	0 0.00	3 0.00
		Julie VanBeekum	0 0.00	12 0.06	0 0.00	12 0.06
		Sarah Johnson	0 0.00	1 0.37	0 0.00	1 0.37
		Vicky Marrelli	0 0.00	10 0.41	0 0.00	10 0.41
		Assigned to Individual Total	0 0.00	41 1.39	0 0.00	41 1.39
	Metro A Help Desk	Ed Conrad	0 0.00	3 0.00	0 0.00	3 0.00

Health

			High	Low	Medium	ATTIR Total
Health	Metro A Help Desk	**Assigned to Individual Total**	0 0.00	3 0.00	0 0.00	3 0.00
	Metro A Hosting	Keith Scholl	0 0.00	1 0.09	0 0.00	1 0.09
		Assigned to Individual Total	0 0.00	1 0.09	0 0.00	1 0.09
	Metro B Desktop Support	Annice Valdez	0 0.00	2 0.26	0 0.00	2 0.26
		Jay Locker	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	3 0.23	0 0.00	3 0.23
	Metro B Help Desk	Todd Manning	0 0.00	4 0.00	0 0.00	4 0.00
		Val Shepherd	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	8 0.00	0 0.00	8 0.00
	Metro C Help Desk	Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C West Desktop Support	Hal Wold	0 0.00	1 0.19	0 0.00	1 0.19
		Shane Squire	0 0.00	1 1.58	0 0.00	1 1.58
		Assigned to Individual Total	0 0.00	2 0.88	0 0.00	2 0.88

Health

			High	Low	Medium	ATTIR Total
Health	Metro D Desktop Support	Eldon Jenson	0 0.00	40 0.43	0 0.00	40 0.43
		Michael Schmidt	0 0.00	23 0.44	0 0.00	23 0.44
		Philip Henderson	0 0.00	41 0.18	1 0.52	42 0.18
		Sevier Averett	0 0.00	21 0.20	0 0.00	21 0.20
		Steve Gibb	0 0.00	25 0.40	0 0.00	25 0.40
		Tina West	0 0.00	4 0.46	0 0.00	4 0.46
		Assigned to Individual Total	0 0.00	154 0.33	1 0.52	155 0.33
	Metro D Help Desk	Doug Brown	0 0.00	87 0.05	0 0.00	87 0.05
		John Robinson	0 0.00	47 0.16	0 0.00	47 0.16
		Matthew Earl	1 0.00	78 0.14	0 0.00	79 0.14
		Assigned to Individual Total	1 0.00	212 0.11	0 0.00	213 0.11
	Metro D Hosting	Cameron Cooper	0 0.00	1 0.00	0 0.00	1 0.00
		David Hert	0 0.00	4 0.41	0 0.00	4 0.41
		Donny Ford	0 0.00	3 1.02	0 0.00	3 1.02

Health

			High	Low	Medium	ATTIR Total
Health	Metro D Hosting	Glenn Lepore	0 0.00	4 0.59	1 0.51	5 0.57
		Sean McMillan	0 0.00	8 0.32	0 0.00	8 0.32
		Steven Haderlie	0 0.00	8 0.66	2 0.14	10 0.56
		Assigned to Individual Total	0 0.00	28 0.54	3 0.26	31 0.51
	Network Operations	Jared Elzinga	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Operations Production Control	Cal Brinton	0 0.00	18 1.33	0 0.00	18 1.33
		Christie Burnham	0 0.00	6 0.15	0 0.00	6 0.15
		Duane Hardy	0 0.00	46 0.17	0 0.00	46 0.17
		Assigned to Individual Total	0 0.00	70 0.47	0 0.00	70 0.47
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.92	0 0.00	1 0.92
		Rod Montoya	0 0.00	1 0.00	0 0.00	1 0.00
		Ron LeBaron	0 0.00	3 0.43	0 0.00	3 0.43
		Assigned to Individual Total	0 0.00	5 0.44	0 0.00	5 0.44

Health

			High	Low	Medium	ATTIR Total
Health	Rural North Desktop Support	Don Higgs	0 0.00	3 0.00	0 0.00	3 0.00
		Kim Ratushniak	0 0.00	4 0.00	0 0.00	4 0.00
		Lori Hartzell	0 0.00	1 0.64	0 0.00	1 0.64
		Neil Smedley	0 0.00	1 0.00	0 0.00	1 0.00
		Ruston McKay	0 0.00	13 0.12	0 0.00	13 0.12
		Ryan Casey	0 0.00	1 0.87	0 0.00	1 0.87
		Assigned to Individual Total	0 0.00	23 0.13	0 0.00	23 0.13
	Rural South Desktop Support	Dan Anthony	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Strategic Communications	Luis Larios	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Technical Lead/Project Manager	Anthony Booyse	0 0.00	1 0.00	0 0.00	1 0.00
		Corona Ngatuvai	1 428.06	0 0.00	0 0.00	1 428.06

Health

Health			High	Low	Medium	ATTIR Total
Health	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 0.41	0 0.00	1 0.41
		Martin Gonzalez	0 0.00	3 0.17	2 0.00	5 0.10
		Assigned to Individual Total	1 428.06	5 0.19	2 0.00	8 53.62
	USIIS Outreach	Tavish Paulsen	0 0.00	1 3.53	0 0.00	1 3.53
		Assigned to Individual Total	0 0.00	1 3.53	0 0.00	1 3.53
	Voice Operations	Gail Christiansen	0 0.00	2 0.12	0 0.00	2 0.12
		James Gifford	0 0.00	4 0.68	0 0.00	4 0.68
		Julie Sabato	0 0.00	2 0.20	0 0.00	2 0.20
		Leon Owen	0 0.00	3 0.36	0 0.00	3 0.36
		Romanza Hamblin Sorensen	0 0.00	6 0.39	0 0.00	6 0.39
		Assigned to Individual Total	0 0.00	17 0.40	0 0.00	17 0.40
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 0.11	0 0.00	1 0.11
		Mike Johnson	0 0.00	2 0.44	0 0.00	2 0.44
		Spencer Blodgett	0 0.00	1 0.58	0 0.00	1 0.58

Health

			High	Low	Medium	ATTIR Total
Health	Voice/Data/WAN Services	T Artis	0 0.00	1 0.52	0 0.00	1 0.52
		Assigned to Individual Total	0 0.00	5 0.41	0 0.00	5 0.41
	Assigned Group Total		6 71.56	687 2.92	7 0.19	700 3.48
Customer Company Total			6 71.56	687 2.92	7 0.19	700 3.48

Health

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Resolution			
Customer Company	**Assigned Group**	**Assigned to Individual**	**High**	**Low**	**Medium**	**MR Total**
Health	Application Services	Danielle Hood	1 1	13 7	0 0	14 8
		Dustin Crump	0 0	13 9	0 0	13 9
		Martin Gonzalez	1 0	20 16	0 0	21 16
		Terry Forsgren	0 0	15 1	0 0	15 1
		Tony Larsen	0 0	15 7	1 0	16 7
		Assigned to Individual Total	2 1	76 40	1 0	79 41
	Application Support - Data Warehouse	Dena Uesele	0 0	1 1	0 0	1 1
		Shana Woodall	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 1	0 0	2 1
	Application Support - EFIND	Anhkim Le	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	MR Total
Health	Application Support - MMIS	Steven Hegji	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Application Support - Oracle	Ryan Nicol	0 0	1 1	0 0	1 1
		Tony Hess	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Campus Networking	Jordy Davis	0 0	8 3	0 0	8 3
		Tim King	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	9 3	0 0	9 3
	Capitol Hosting	Conn Peterson	0 0	1 0	0 0	1 0
		Curtis Parker	0 0	1 1	0 0	1 1
		Danny Black	0 0	1 0	0 0	1 0
		Jake Vandenberghe	1 0	1 0	0 0	2 0
		Joe Benson	0 0	1 1	0 0	1 1
		Mycah Mattox	1 0	1 0	0 0	2 0

Health

			High	Low	Medium	MR Total
Health	Capitol Hosting	Assigned to Individual Total	2 0	6 2	0 0	8 2
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Boyd Webb	0 0	1 1	0 0	1 1
		Dan Cook	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	4 1	0 0	4 1
	Help Desk	Brenda Treadway	0 0	9 0	0 0	9 0
		Eileen Dubach	0 0	6 1	0 0	6 1
		James Stearns	0 0	3 0	0 0	3 0
		Julie VanBeekum	0 0	12 0	0 0	12 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	10 1	0 0	10 1
		Assigned to Individual Total	0 0	41 2	0 0	41 2
	Metro A Help Desk	Ed Conrad	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	3 0	0 0	3 0

Health

			High	Low	Medium	MR Total
Health	Metro A Hosting	Keith Scholl	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro B Desktop Support	Annice Valdez	0 0	2 1	0 0	2 1
		Jay Locker	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	3 1	0 0	3 1
	Metro B Help Desk	Todd Manning	0 0	4 0	0 0	4 0
		Val Shepherd	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Metro C Help Desk	Ross Owen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C West Desktop Support	Hal Wold	0 0	1 0	0 0	1 0
		Shane Squire	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Metro D Desktop Support	Eldon Jenson	0 0	40 1	0 0	40 1

Health

			High	Low	Medium	MR Total
Health	Metro D Desktop Support	Michael Schmidt	0 0	23 1	0 0	23 1
		Philip Henderson	0 0	41 1	1 1	42 2
		Sevier Averett	0 0	21 1	0 0	21 1
		Steve Gibb	0 0	25 0	0 0	25 0
		Tina West	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	154 4	1 1	155 5
	Metro D Help Desk	Doug Brown	0 0	87 0	0 0	87 0
		John Robinson	0 0	47 0	0 0	47 0
		Matthew Earl	1 0	78 0	0 0	79 0
		Assigned to Individual Total	1 0	212 0	0 0	213 0
	Metro D Hosting	Cameron Cooper	0 0	1 0	0 0	1 0
		David Hert	0 0	4 1	0 0	4 1
		Donny Ford	0 0	3 1	0 0	3 1
		Glenn Lepore	0 0	4 0	1 0	5 0

Health

			High	Low	Medium	MR Total
Health	Metro D Hosting	Sean McMillan	0 0	8 1	0 0	8 1
		Steven Haderlie	0 0	8 2	2 0	10 2
		Assigned to Individual Total	0 0	28 5	3 0	31 5
	Network Operations	Jared Elzinga	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Operations Production Control	Cal Brinton	0 0	18 1	0 0	18 1
		Christie Burnham	0 0	6 0	0 0	6 0
		Duane Hardy	0 0	46 0	0 0	46 0
		Assigned to Individual Total	0 0	70 1	0 0	70 1
	Rural Central Desktop Support	Paul Petersen	0 0	1 0	0 0	1 0
		Rod Montoya	0 0	1 0	0 0	1 0
		Ron LeBaron	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Rural North Desktop Support	Don Higgs	0 0	3 0	0 0	3 0

Health

			High	Low	Medium	MR Total
Health	Rural North Desktop Support	Kim Ratushniak	0 0	4 0	0 0	4 0
		Lori Hartzell	0 0	1 0	0 0	1 0
		Neil Smedley	0 0	1 0	0 0	1 0
		Ruston McKay	0 0	13 1	0 0	13 1
		Ryan Casey	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	23 1	0 0	23 1
	Rural South Desktop Support	Dan Anthony	0 0	1 0	0 0	1 0
		Lance Nay	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Luis Larios	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Technical Lead/Project Manager	Anthony Booyse	0 0	1 0	0 0	1 0
		Corona Ngatuvai	1 1	0 0	0 0	1 1
		Danielle Hood	0 0	1 1	0 0	1 1

Health

			High	Low	Medium	MR Total
Health	Technical Lead/Project Manager	Martin Gonzalez	0 0	3 2	2 1	5 3
		Assigned to Individual Total	1 1	5 3	2 1	8 5
	USIIS Outreach	Tavish Paulsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	2 0	0 0	2 0
		James Gifford	0 0	4 0	0 0	4 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Leon Owen	0 0	3 0	0 0	3 0
		Romanza Hamblin Sorensen	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	17 0	0 0	17 0
	Voice/Data/WAN Services	Greg Blessing	0 0	1 0	0 0	1 0
		Mike Johnson	0 0	2 0	0 0	2 0
		Spencer Blodgett	0 0	1 0	0 0	1 0
		T Artis	0 0	1 0	0 0	1 0

Health

			High	Low	Medium	MR Total
Health	Voice/Data/WAN Services	**Assigned to Individual Total**	0 0	5 0	0 0	5 0
	Assigned Group Total		6 2	687 65	7 2	700 69
Customer Company Total			6 2	687 65	7 2	700 69

Health

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Health	Application Services	Danielle Hood	1 10.01	13 21.03	0 0.00	14 20.24
		Dustin Crump	0 0.00	13 53.25	0 0.00	13 53.25
		Martin Gonzalez	1 0.50	20 68.05	0 0.00	21 64.83
		Terry Forsgren	0 0.00	15 1.73	0 0.00	15 1.73
		Tony Larsen	0 0.00	15 20.93	1 0.00	16 19.62
		Assigned to Individual Total	2 5.26	76 35.09	1 0.00	79 33.89
	Application Support - Data Warehouse	Dena Uesele	0 0.00	1 8.56	0 0.00	1 8.56
		Shana Woodall	0 0.00	1 1.06	0 0.00	1 1.06
		Assigned to Individual Total	0 0.00	2 4.81	0 0.00	2 4.81
	Application Support - EFIND	Anhkim Le	0 0.00	1 0.45	0 0.00	1 0.45

Health

Health			High	Low	Medium	ATTR Total
Health	Application Support - EFIND	Assigned to Individual Total	0 0.00	1 0.45	0 0.00	1 0.45
	Application Support - MMIS	Steven Hegji	0 0.00	2 0.59	0 0.00	2 0.59
		Assigned to Individual Total	0 0.00	2 0.59	0 0.00	2 0.59
	Application Support - Oracle	Ryan Nicol	0 0.00	1 9.12	0 0.00	1 9.12
		Tony Hess	0 0.00	3 0.41	0 0.00	3 0.41
		Assigned to Individual Total	0 0.00	4 2.59	0 0.00	4 2.59
	Campus Networking	Jordy Davis	0 0.00	8 20.18	0 0.00	8 20.18
		Tim King	0 0.00	1 1.19	0 0.00	1 1.19
		Assigned to Individual Total	0 0.00	9 18.07	0 0.00	9 18.07
	Capitol Hosting	Conn Peterson	0 0.00	1 2.17	0 0.00	1 2.17
		Curtis Parker	0 0.00	1 13.26	0 0.00	1 13.26
		Danny Black	0 0.00	1 2.13	0 0.00	1 2.13
		Jake Vandenberghe	1 1.86	1 1.51	0 0.00	2 1.68
		Joe Benson	0 0.00	1 20.27	0 0.00	1 20.27

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Health

			High	Low	Medium	ATTR Total
Health	Capitol Hosting	Mycah Mattox	1 0.81	1 1.77	0 0.00	2 1.29
		Assigned to Individual Total	2 1.34	6 6.85	0 0.00	8 5.47
	Enterprise Security	Bart Grant	0 0.00	1 0.56	0 0.00	1 0.56
		Boyd Webb	0 0.00	1 324.84	0 0.00	1 324.84
		Dan Cook	0 0.00	2 1.47	0 0.00	2 1.47
		Assigned to Individual Total	0 0.00	4 82.09	0 0.00	4 82.09
	Help Desk	Brenda Treadway	0 0.00	9 0.05	0 0.00	9 0.05
		Eileen Dubach	0 0.00	6 12.95	0 0.00	6 12.95
		James Stearns	0 0.00	3 0.00	0 0.00	3 0.00
		Julie VanBeekum	0 0.00	12 0.08	0 0.00	12 0.08
		Sarah Johnson	0 0.00	1 3.82	0 0.00	1 3.82
		Vicky Marrelli	0 0.00	10 1.45	0 0.00	10 1.45
		Assigned to Individual Total	0 0.00	41 1.93	0 0.00	41 1.93
	Metro A Help Desk	Ed Conrad	0 0.00	3 0.04	0 0.00	3 0.04

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Health

			High	Low	Medium	ATTR Total
Health	Metro A Help Desk	Assigned to Individual Total	0 0.00	3 0.04	0 0.00	3 0.04
	Metro A Hosting	Keith Scholl	0 0.00	1 0.33	0 0.00	1 0.33
		Assigned to Individual Total	0 0.00	1 0.33	0 0.00	1 0.33
	Metro B Desktop Support	Annice Valdez	0 0.00	2 4.04	0 0.00	2 4.04
		Jay Locker	0 0.00	1 0.33	0 0.00	1 0.33
		Assigned to Individual Total	0 0.00	3 2.81	0 0.00	3 2.81
	Metro B Help Desk	Todd Manning	0 0.00	4 0.00	0 0.00	4 0.00
		Val Shepherd	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	8 0.00	0 0.00	8 0.00
	Metro C Help Desk	Ross Owen	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C West Desktop Support	Hal Wold	0 0.00	1 4.71	0 0.00	1 4.71
		Shane Squire	0 0.00	1 4.37	0 0.00	1 4.37
		Assigned to Individual Total	0 0.00	2 4.54	0 0.00	2 4.54

Health

			High	Low	Medium	ATTR Total
Health	Metro D Desktop Support	Eldon Jenson	0 0.00	40 1.97	0 0.00	40 1.97
		Michael Schmidt	0 0.00	23 1.99	0 0.00	23 1.99
		Philip Henderson	0 0.00	41 1.58	1 6.48	42 1.69
		Sevier Averett	0 0.00	21 1.32	0 0.00	21 1.32
		Steve Gibb	0 0.00	25 1.32	0 0.00	25 1.32
		Tina West	0 0.00	4 0.63	0 0.00	4 0.63
		Assigned to Individual Total	0 0.00	154 1.64	1 6.48	155 1.67
	Metro D Help Desk	Doug Brown	0 0.00	86 0.19	0 0.00	86 0.19
		John Robinson	0 0.00	47 0.16	0 0.00	47 0.16
		Matthew Earl	1 0.00	78 0.33	0 0.00	79 0.32
		Assigned to Individual Total	1 0.00	211 0.23	0 0.00	212 0.23
	Metro D Hosting	Cameron Cooper	0 0.00	1 0.10	0 0.00	1 0.10
		David Hert	0 0.00	4 39.85	0 0.00	4 39.85
		Donny Ford	0 0.00	3 3.07	0 0.00	3 3.07

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Health

			High	Low	Medium	ATTR Total
Health	Metro D Hosting	Glenn Lepore	0 0.00	4 1.77	1 0.51	5 1.52
		Sean McMillan	0 0.00	8 2.45	0 0.00	8 2.45
		Steven Haderlie	0 0.00	8 22.10	2 2.00	10 18.08
		Assigned to Individual Total	0 0.00	28 14.13	3 1.51	31 12.82
	Network Operations	Jared Elzinga	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	1	0 0.00	1
	Operations Production Control	Cal Brinton	0 0.00	18 1.41	0 0.00	18 1.41
		Christie Burnham	0 0.00	6 0.24	0 0.00	6 0.24
		Duane Hardy	0 0.00	46 0.23	0 0.00	46 0.23
		Assigned to Individual Total	0 0.00	70 0.53	0 0.00	70 0.53
	Rural Central Desktop Support	Paul Petersen	0 0.00	1 0.92	0 0.00	1 0.92
		Rod Montoya	0 0.00	1 0.16	0 0.00	1 0.16
		Ron LeBaron	0 0.00	3 0.85	0 0.00	3 0.85
		Assigned to Individual Total	0 0.00	5 0.72	0 0.00	5 0.72

Health

			High	Low	Medium	ATTR Total
Health	Rural North Desktop Support	Don Higgs	0 0.00	3 0.03	0 0.00	3 0.03
		Kim Ratushniak	0 0.00	4 0.00	0 0.00	4 0.00
		Lori Hartzell	0 0.00	1 0.82	0 0.00	1 0.82
		Neil Smedley	0 0.00	1 0.00	0 0.00	1 0.00
		Ruston McKay	0 0.00	13 2.21	0 0.00	13 2.21
		Ryan Casey	0 0.00	1 1.86	0 0.00	1 1.86
		Assigned to Individual Total	0 0.00	23 1.37	0 0.00	23 1.37
	Rural South Desktop Support	Dan Anthony	0 0.00	1 0.00	0 0.00	1 0.00
		Lance Nay	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.00	0 0.00	2 0.00
	Strategic Communications	Luis Larios	0 0.00	1 0.18	0 0.00	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	0 0.00	1 0.18
	Technical Lead/Project Manager	Anthony Booyse	0 0.00	1 3.81	0 0.00	1 3.81
		Corona Ngatuvai	1 428.06	0 0.00	0 0.00	1 428.06

Health

			High	Low	Medium	ATTR Total
Health	Technical Lead/Project Manager	Danielle Hood	0 0.00	1 155.74	0 0.00	1 155.74
		Martin Gonzalez	0 0.00	3 87.79	2 90.50	5 88.87
		Assigned to Individual Total	1 428.06	5 84.58	2 90.50	8 129.00
	USIIS Outreach	Tavish Paulsen	0 0.00	1 4.57	0 0.00	1 4.57
		Assigned to Individual Total	0 0.00	1 4.57	0 0.00	1 4.57
	Voice Operations	Gail Christiansen	0 0.00	2 0.71	0 0.00	2 0.71
		James Gifford	0 0.00	4 0.79	0 0.00	4 0.79
		Julie Sabato	0 0.00	2 0.72	0 0.00	2 0.72
		Leon Owen	0 0.00	3 0.36	0 0.00	3 0.36
		Romanza Hamblin Sorensen	0 0.00	6 0.64	0 0.00	6 0.64
		Assigned to Individual Total	0 0.00	17 0.64	0 0.00	17 0.64
	Voice/Data/WAN Services	Greg Blessing	0 0.00	1 2.04	0 0.00	1 2.04
		Mike Johnson	0 0.00	2 1.52	0 0.00	2 1.52
		Spencer Blodgett	0 0.00	1 1.57	0 0.00	1 1.57

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Health

			High	Low	Medium	ATTR Total
Health	Voice/Data/WAN Services	T Artis	0 0.00	1 0.83	0 0.00	1 0.83
		Assigned to Individual Total	0 0.00	5 1.50	0 0.00	5 1.50
	Assigned Group Total		6 73.54	686 6.69	7 27.43	699 7.48
Customer Company Total			6 73.54	686 6.69	7 27.43	699 7.48

Health

Detail

INC000000556244	Shelba Rich	Telecom	Feature	Telephone		TIR Missed: No	0.11
	Voice Operations	Julie Sabato	Health	Low	Resolved	TTR Missed: No	0.71
INC000000580264	Jana Coombs	Server	Error	None		TIR Missed: No	0.08
	Metro D Hosting	David Hert	Health	Low	Closed	TTR Missed: Yes	156.89
INC000000608952	Mary Donithan	Application	None	Gmail		TIR Missed: No	0.24
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: No	0.33
INC000000612037	Linda Robinson	Application	Error	Gmail		TIR Missed: Yes	252.28
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	252.29
INC000000612146	Felicia Alvarez	Application	None	Gmail		TIR Missed: Yes	211.80
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: Yes	272.02
INC000000612189	Pam Kerby	Application	Reporting	Gmail		TIR Missed: No	0.08
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: Yes	108.41
INC000000612489	Carlie Shurtliff	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Anthony Booyse	Health	Low	Closed	TTR Missed: No	3.81
INC000000612818	Jennifer McGrath	Application	None	Gmail		TIR Missed: Yes	1.74
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	1.76
INC000000612841	Cheri Shubert	Application	Error	Gmail		TIR Missed: Yes	1.38
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	2.53
INC000000612900	Tamara Hampton	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Medium	Closed	TTR Missed: Yes	180.95
INC000000613500	Emily Sagers	Application	None	Gmail		TIR Missed: No	0.29
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	153.24
INC000000614931	Adriana Moreno	Application	None	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Medium	Closed	TTR Missed: No	0.05
INC000000615902	Tamara Hampton	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	109.80
INC000000616430	Peggy Montague	None	None	None		TIR Missed: No	0.41
	Technical Lead/Project Manager	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	155.74
INC000000616729	Bryan Berry	None	None	None		TIR Missed: No	0.00
	Enterprise Security	Boyd Webb	Health	Low	Resolved	TTR Missed: Yes	324.84
INC000000618577	Tracy Freeman	None	None	None		TIR Missed: No	0.15
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: Yes	150.41

Health

Incident	Reporter	Type	Category	System	Priority	Status	TIR Missed		Time1	TTR Missed		Time2
INC000000619577	Brett Cross	Application	Error	Gmail			TIR Missed:	Yes	51.49			
	Help Desk	Eileen Dubach	Health		Low	Closed	TTR Missed:	Yes	51.59			
INC000000619629	Curtis Burk	Application	None	Gmail			TIR Missed:	Yes	52.27			
	Application Services	Martin Gonzalez	Health		Low	Closed	TTR Missed:	Yes	52.27			
INC000000620020	Curtis Burk	Application	Reporting	Gmail			TIR Missed:	Yes	47.33			
	Application Services	Martin Gonzalez	Health		Low	Closed	TTR Missed:	Yes	47.34			
INC000000620502	Susanne Knight	Application	Error	Gmail			TIR Missed:	Yes	41.73			
	Application Services	Tony Larsen	Health		Low	Closed	TTR Missed:	Yes	79.50			
INC000000620826	Curtis Burk	Application	Error	Gmail			TIR Missed:	Yes	38.91			
	Application Services	Martin Gonzalez	Health		Low	Closed	TTR Missed:	Yes	38.91			
INC000000621326	Tom Hudachko	None	None	None			TIR Missed:	No	0.21			
	Application Services	Tony Larsen	Health		Low	Closed	TTR Missed:	Yes	56.45			
INC000000621353	Laura Lee Detton	None	None	None			TIR Missed:	Yes	428.06			
	Technical Lead/Project Manager	Corona Ngatuvai	Health		High	Closed	TTR Missed:	Yes	428.06			
INC000000621361	Kolbi Young	Application	Error	Lyris List Server			TIR Missed:	No	0.00			
	Application Services	Tony Larsen	Health		Medium	Resolved	TTR Missed:	No	0.00			
INC000000621398	Jennifer Hofeling	Application	None	Gmail			TIR Missed:	Yes	65.25			
	Application Services	Martin Gonzalez	Health		Low	Closed	TTR Missed:	Yes	71.04			
INC000000622601	Kevin McCulley	Application	Error	Gmail			TIR Missed:	No	0.12			
	Application Services	Dustin Crump	Health		Low	Closed	TTR Missed:	Yes	27.83			
INC000000623033	Drew Quinn	Application	Error	Postini			TIR Missed:	Yes	157.57			
	Application Services	Martin Gonzalez	Health		Low	Closed	TTR Missed:	Yes	157.81			
INC000000623066	Ina Oviatt	Application	Reporting	None			TIR Missed:	No	0.18			
	Application Services	Danielle Hood	Health		Low	Closed	TTR Missed:	Yes	149.24			
INC000000623346	Jenniel Allen	Application	None	Gmail			TIR Missed:	Yes	155.48			
	Application Services	Dustin Crump	Health		Low	Closed	TTR Missed:	Yes	155.48			
INC000000623349	Jenniel Allen	Application	None	Gmail			TIR Missed:	Yes	155.55			
	Application Services	Dustin Crump	Health		Low	Closed	TTR Missed:	Yes	155.55			
INC000000623590	Jody Sargent	None	None	None			TIR Missed:	Yes	2.50			
	Application Services	Tony Larsen	Health		Low	Closed	TTR Missed:	Yes	108.01			
INC000000623855	Joannah Sparks	None	None	None			TIR Missed:	No	0.15			
	Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed:	No	2.25			
INC000000624818	Catherine Hoelscher	Application	Error	Gmail			TIR Missed:	Yes	35.68			
	Application Services	Martin Gonzalez	Health		Low	Resolved	TTR Missed:	Yes	35.94			

Health						

INC000000624843	Felicia Alvarez	Application	Error	Gmail		TIR Missed: Yes	143.41
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: Yes	143.41
INC000000625599	Denise Spicer	None	None	None		TIR Missed: No	0.21
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.48
INC000000625635	Louis Praus	Network	Password	Utah Master Directory		TIR Missed: Yes	2.17
	Capitol Hosting	Conn Peterson	Health	Low	Closed	TTR Missed: No	2.17
INC000000626663	Joel Hoffman	None	None	None		TIR Missed: Yes	12.88
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: Yes	12.89
INC000000626689	Susan Dickinson	Application	Error	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: Yes	135.02
INC000000626829	Carolyn Croxall	Application	None	Gmail		TIR Missed: Yes	26.31
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: Yes	116.31
INC000000627235	Dave Rabiger	Mobile Devices	Error	Droid		TIR Missed: No	0.37
	Help Desk	Sarah Johnson	Health	Low	Closed	TTR Missed: No	3.82
INC000000627313	Bobbie Lou Anderson	Wireless Connectivity	Error	None		TIR Missed: No	0.02
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: Yes	92.64
INC000000627615	Kylene Hilton	Application	Error	None		TIR Missed: No	0.27
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	3.06
INC000000629087	Robyn Weaver	Application	None	Gmail		TIR Missed: Yes	3.98
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: No	4.34
INC000000629389	Darcy Gliedman	Application	Error	Gmail		TIR Missed: Yes	1.43
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.73
INC000000629390	Laura Lee Detton	Application	Error	Gmail		TIR Missed: Yes	24.79
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	25.03
INC000000629460	Leslie Minaya	Telecom	IP	None		TIR Missed: No	0.31
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: Yes	24.74
INC000000629755	Brett Cross	PC/Laptop	Error	None		TIR Missed: No	0.29
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	3.11
INC000000629814	Nanette Waters	Application	Error	Microsoft Windows 7		TIR Missed: No	0.34
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.65
INC000000629909	Shannon Skiles	PC/Laptop	Password	None		TIR Missed: No	0.59
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.60
INC000000630332	Judy Harris	Application	Password	None		TIR Missed: No	0.14
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.14

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INC000000630583	Brad Peck	PC/Laptop	Performance	None		TIR Missed: No	0.43
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.53
INC000000630588	Jani Messinger	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000630590	Lizeth Hernandez	Application	Error	Microsoft Windows Server 2003		TIR Missed: No	0.22
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.24
INC000000630604	Carmen Dickson	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.06
INC000000630611	Linda Asa	None	None	None		TIR Missed: No	0.09
	Metro A Hosting	Keith Scholl	Health	Low	Closed	TTR Missed: No	0.33
INC000000630619	Suzanne Wilcox	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000630622	Jennifer Markos	Application	Error	Citrix ICA Client		TIR Missed: No	0.64
	Rural North Desktop Support	Lori Hartzell	Health	Low	Closed	TTR Missed: No	0.82
INC000000630627	Diana Rueff	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	4.55
INC000000630632	Jacob Madsen	Application	Error	None		TIR Missed: No	0.24
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.61
INC000000630634	Joshua Legler	Application	None	None		TIR Missed: No	0.81
	Capitol Hosting	Mycah Mattox	Health	High	Closed	TTR Missed: No	0.81
INC000000630635	Leslie Minaya	None	None	None		TIR Missed: No	0.72
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	2.32
INC000000630660	Gabriela Rabiega	Application	Password	Utah Master Directory		TIR Missed: No	0.19
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.19
INC000000630672	Beverly Jackson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000630685	Ann Hiseman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000630691	Denise Spicer	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000630765	Betsy Lloyd	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.00
INC000000630793	Louise Eutropius	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

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INC000000630802	Kara Verner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000630821	Judy Rohrbaugh	Application	Password	Gmail	TIR Missed: No	0.30
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.76
INC000000630828	Salinda Whetman	Telecom	Dial Tone	Telephone	TIR Missed: No	0.10
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.38
INC000000630859	Rod Cromar	Application	Password	Active Directory	TIR Missed: No	0.67
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	1.18
INC000000630860	Wu Xu	Application	Error	Gmail	TIR Missed: No	0.77
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: No	0.91
INC000000630872	Catherine Sparks	Network	Error	None	TIR Missed: No	0.65
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	2.09
INC000000630882	Carolyn Croxall	None	None	None	TIR Missed: Yes	2.84
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: No	4.96
INC000000630887	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.41
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No	0.54
INC000000630893	Laura Belgique	Network	None	None	TIR Missed: No	0.91
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.91
INC000000630900	Jolene Whitney	Application	Password	PGP	TIR Missed: No	0.59
	Metro D Desktop Support	Tina West	Health	Low	Closed	TTR Missed: No	0.91
INC000000630920	Heather Carlson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000630925	Jolene Whitney	Application	Error	Gmail	TIR Missed: Yes	58.22
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes	58.39
INC000000630957	Nanette Waters	Application	Password	BlueZone	TIR Missed: No	0.35
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.39
INC000000630959	Wayne Davis	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000630971	Rosemary VanderMeyden	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.26
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.28
INC000000630979	Alexandria Leffler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000631011	Mary Pahoundis	Application	Error	Microsoft Windows Server 2003	TIR Missed: No	0.49
	Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.79

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Incident	Requester	Category	Type	CI	TIR Missed		Value
INC000000631037	Ron Schindler	Application	None	Gmail	TIR Missed: Yes		1.27
	Application Services	Danielle Hood	Health		Low	Closed	TTR Missed: No	1.77
INC000000631051	Sheila Walsh-McDonald	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No		0.48
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	0.80
INC000000631053	Allie A Shepard	Application	None	Gmail	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Health		Low	Closed	TTR Missed: No	
INC000000631087	Keri Dawson	Application	Password	Active Directory	TIR Missed: Yes		1.11
	Application Services	Terry Forsgren	Health		Low	Closed	TTR Missed: No	1.48
INC000000631111	Nanette Waters	Application	Password	BlueZone	TIR Missed: No		0.22
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.40
INC000000631191	Brenda Robinson	Application	Error	None	TIR Missed: Yes		3.27
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: Yes	22.91
INC000000631213	Ronald Marsden	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No		0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	0.49
INC000000631250	Catherine Sparks	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No		0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	0.04
INC000000631253	Ronald Marsden	Application	None	None	TIR Missed: No		0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	0.38
INC000000631266	Mark Bradshaw	Application	Error	None	TIR Missed: No		0.00
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	0.02
INC000000631330	Michelle Yancey	Application	Password	Utah Master Directory	TIR Missed: No		0.36
	Help Desk	Vicky Marrelli	Health		Low	Closed	TTR Missed: No	2.27
INC000000631339	Joan Isom	Application	Error	None	TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000631443	Vicki Ruech	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000631475	Christine Jones	None	None	Gmail	TIR Missed: No		0.60
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	2.70
INC000000631518	Michelle Yancey	Application	Error	None	TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000631531	Nancy McConnell	None	None	None	TIR Missed: No		0.53
	Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	0.64
INC000000631600	Nanette Waters	None	None	None	TIR Missed: No		0.32
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.35

Health

INC000000631620	Liliana Lao	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Health	Low	Closed	TTR Missed: No	0.16
INC000000631650	Jill Wrathall	None	None	Data Warehouse		TIR Missed: No	0.40
	Application Support - Data Warehou	Dena Uesele	Health	Low	Closed	TTR Missed: Yes	8.56
INC000000631669	Nanette Waters	None	None	None		TIR Missed: No	0.26
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.28
INC000000631680	Rebecca Castleton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000631696	Josh Ridderhoff	Application	Password	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000631700	Mary Kienitz	Application	Error	None		TIR Missed: No	0.06
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.84
INC000000631716	Christine Jones	Application	Error	Utah Master Directory	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000631736	Christine Weiss	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000631741	Denise Spicer	None	None	None		TIR Missed: No	0.03
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.51
INC000000631806	Tania Charette	PC/Laptop	Error	None		TIR Missed: No	0.77
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.99
INC000000631868	Sylvia Rigby	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000631994	Rett Hansen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	0.00
INC000000631997	Doug Durfey	Application	Error	Gmail		TIR Missed: No	0.42
	Application Services	Martin Gonzalez	Health	High	Closed	TTR Missed: No	0.50
INC000000631999	Vicky Pierce	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000632000	Nancy McConnell	Application	None	None		TIR Missed: No	0.38
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.68
INC000000632004	Joan Isom	Application	Error	None		TIR Missed: No	0.93
	Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	5.33
INC000000632006	Lanette Sorensen	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00

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INC000000632014	Kirk Benge	Network	Incident	None		TIR Missed:	Yes	1.19
Campus Networking	Tim King	Health		Low	Closed	TTR Missed:	No	1.19
INC000000632019	Catherine Sparks	Application	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed:	No	0.29
INC000000632026	Scott Munson	Application	Error	Gmail		TIR Missed:	Yes	42.28
Application Services	Martin Gonzalez	Health		Low	Resolved	TTR Missed:	Yes	42.34
INC000000632038	Catherine Sparks	PC/Laptop	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed:	No	0.03
INC000000632059	Aaron Eliason	Application	Error	Medicaid Managed Care System	TIR Missed:	No	0.00
Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed:	No	0.00
INC000000632064	Lisa DuPray	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed:	No	0.27
INC000000632095	Simon Bolivar	None	None	None		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed:	No	0.00
INC000000632174	Iona Thraen	None	None	None		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed:	No	0.00
INC000000632181	Chris Furner	Application	Error	Vision		TIR Missed:	No	0.00
Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed:	No	0.00
INC000000632189	Roxanne Landreneaux	None	None	None		TIR Missed:	No	0.00
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed:	No	0.00
INC000000632224	Joan Isom	Application	Password	Citrix ICA Client		TIR Missed:	No	0.00
Metro B Help Desk	Val Shepherd	Health		Low	Closed	TTR Missed:	No	0.00
INC000000632270	Kathy Cordova	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro B Help Desk	Todd Manning	Health		Low	Closed	TTR Missed:	No	0.00
INC000000632283	Amber Kelly	None	None	None		TIR Missed:	No	0.09
Metro B Desktop Support	Annice Valdez	Health		Low	Closed	TTR Missed:	No	0.52
INC000000632309	Lois Boomer	Application	Error	None		TIR Missed:	No	0.08
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed:	No	0.08
INC000000632367	Scott Ellis	Application	Error	Gmail		TIR Missed:	Yes	11.08
Application Services	Martin Gonzalez	Health		Low	Closed	TTR Missed:	Yes	34.12
INC000000632373	Julie Ewing	Application	Error	Gmail		TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed:	No	0.00
INC000000632385	McKell Drury	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed:	No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed:	No	1.30

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INC000000632418	Kara Verner	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000632428	Joshua Legler	Server	None	None		TIR Missed: No	0.09
	Capitol Hosting	Jake Vandenberghe	Health	High	Closed	TTR Missed: No	1.86
INC000000632432	Jordan Cottam	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Health	Low	Closed	TTR Missed: No	0.00
INC000000632435	Tricia Matz-Underwood	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Health	Low	Closed	TTR Missed: No	0.00
INC000000632441	Rett Hansen	Application	Password	Gmail		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	
INC000000632500	Margaret Bowen	None	None	None		TIR Missed: No	0.00
	Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: No	2.69
INC000000632504	Nancy McConnell	Application	Error	Utah Statewide Immunization In	TIR Missed: No	0.14
	Metro D Hosting	Glenn Lepore	Health	Low	Closed	TTR Missed: No	0.20
INC000000632505	Nancy McConnell	Application	Error	Utah Statewide Immunization In	TIR Missed: Yes	2.40
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: No	2.40
INC000000632506	Norm Brown	Application	Password	Utah Master Directory		TIR Missed: No	0.08
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	2.74
INC000000632507	Norm Brown	Application	Password	Utah Master Directory		TIR Missed: No	0.01
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.73
INC000000632580	Evelyn Guerrero	Application	Reporting	Gmail		TIR Missed: No	0.77
	Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	18.86
INC000000632595	Taylor Hampton	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.75
INC000000632603	Brett Cross	Network	Error	None		TIR Missed: No	0.24
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: No	0.86
INC000000632648	Janine Whaley	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000632649	Lori Tuckett	Application	Password	Medicaid Managed Information	TIR Missed: No	0.22
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.28
INC000000632661	Cyndi Bemis	Telecom	Voice Mail	Telephone		TIR Missed: No	0.45
	Voice Operations	Leon Owen	Health	Low	Closed	TTR Missed: No	0.45
INC000000632678	Kate Hester	Application	Error	None		TIR Missed: Yes	2.63
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: Yes	17.97

Health

INC000000632692	Lori Tuckett	Mainframe	Password	BlueZone	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.00
INC000000632721	Jenniel Allen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00
INC000000632727	Lori Tuckett	Application	Password	Medicaid Managed Information	TIR Missed: No	0.18
Operations Production Control	Cal Brinton	Health		Low	Closed	TTR Missed: No	0.47
INC000000632739	Teri McPhail	None	None	None	TIR Missed: No	0.02
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.89
INC000000632753	Kara Verner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000632781	McKell Drury	Application	Error	Adobe Dreamweaver	TIR Missed: No	0.54
Metro D Desktop Support	Eldon Jenson	Health		Low	Closed	TTR Missed: No	2.08
INC000000632783	Jenniel Allen	PC/Laptop	Hardware	None	TIR Missed: No	0.60
Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	0.60
INC000000632845	David Antell	None	None	None	TIR Missed: No	0.73
Metro D Desktop Support	Steve Gibb	Health		Low	Closed	TTR Missed: No	1.50
INC000000632859	John W Miller	Application	Error	None	TIR Missed: No	0.13
Metro D Hosting	Steven Haderlie	Health		Low	Closed	TTR Missed: No	1.50
INC000000632893	Janeva Sorenson	Application	Password	Gmail	TIR Missed: Yes	3.15
Application Services	Danielle Hood	Health		Low	Closed	TTR Missed: No	4.16
INC000000632901	Nita Jensen	None	None	None	TIR Missed: No	0.09
Metro D Hosting	Steven Haderlie	Health		Medium	Closed	TTR Missed: No	0.91
INC000000632904	Connie Higley	None	None	None	TIR Missed: No	0.17
Metro B Desktop Support	Jay Locker	Health		Low	Closed	TTR Missed: No	0.33
INC000000632934	Michelle Yancey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00
INC000000632953	Lois Boomer	PC/Laptop	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Dan Anthony	Health		Low	Closed	TTR Missed: No	0.00
INC000000632965	Leslie Minaya	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Health		Low	Closed	TTR Missed: No	0.00
INC000000632972	James Hansen	PC/Laptop	Performance	None	TIR Missed: No	0.83
Metro D Desktop Support	Michael Schmidt	Health		Low	Closed	TTR Missed: No	0.93
INC000000632978	Matt Reeder	Application	Error	Gmail	TIR Missed: No	0.02
Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.63

Health

Incident	Name	Category 1	Category 2	Product			TIR/TTR Missed		Value
INC000000633009	Russell Pierson	None	None	None			TIR Missed: No		0.00
	Rural Central Desktop Support	Ron LeBaron	Health		Low	Closed	TTR Missed: No		0.00
INC000000633021	Gene Cottrell	None	None	Gmail			TIR Missed: Yes		2.24
	Application Services	Danielle Hood	Health		Low	Closed	TTR Missed: No		2.60
INC000000633029	Nanette Waters	Application	Password	BlueZone			TIR Missed: No		0.25
	Operations Production Control	Cal Brinton	Health		Low	Closed	TTR Missed: No		0.28
INC000000633041	Marie Aschliman	Mainframe	Password	BlueZone			TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No		0.00
INC000000633052	Julie Moore	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No		0.00
INC000000633145	Joseph B Petersen	Application	Error	Microsoft Windows 7			TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No		0.00
INC000000633201	Jesika Connell	Telecom	None	None			TIR Missed: No		0.53
	Voice Operations	James Gifford	Health		Low	Closed	TTR Missed: No		0.75
INC000000633232	Nathan Checketts	None	None	None			TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No		0.00
INC000000633288	Nanette Waters	None	None	None			TIR Missed: No		0.16
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No		0.16
INC000000633294	Brittany Tam	Application	None	Gmail			TIR Missed: No		0.02
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No		0.02
INC000000633317	Shelly Phillips	Application	None	Gmail			TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Health		Low	Closed	TTR Missed: No		1.67
INC000000633325	Kathleen Anderson	None	None	None			TIR Missed: Yes		2.05
	Application Services	Tony Larsen	Health		Low	Closed	TTR Missed: No		3.48
INC000000633328	Jennifer Escamilla	Application	None	None			TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No		0.00
INC000000633403	Lori Tuckett	Network	Password	None			TIR Missed: No		0.10
	Operations Production Control	Christie Burnham	Health		Low	Closed	TTR Missed: No		0.21
INC000000633406	Carol Runia	Mainframe	Password	BlueZone			TIR Missed: No		0.00
	Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No		0.00
INC000000633419	Jesika Connell	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No		0.00
	Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No		0.00
INC000000633432	Lorna Ward	None	None	Gmail			TIR Missed: Yes		20.65
	Application Services	Dustin Crump	Health		Low	Closed	TTR Missed: Yes		20.65

Health

INC000000633443	Celsa Bowman	PC/Laptop	Error	None		TIR Missed: No	0.20
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.05
INC000000633490	April Bennett	Application	Error	Gmail		TIR Missed: Yes	20.08
	Application Services	Dustin Crump	Health	Low	Closed	TTR Missed: Yes	20.33
INC000000633536	Richard Cumba	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.45
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	5.03
INC000000633544	Christina Perry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000633678	Betsi Patino	Application	Error	Gmail		TIR Missed: No	0.47
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.96
INC000000633680	Lori Savoie	Application	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	1.51
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	2.19
INC000000633715	Debra K Miller	Application	Error	Utah Statewide Immunization In	TIR Missed: Yes	3.53
	USIIS Outreach	Tavish Paulsen	Health	Low	Closed	TTR Missed: No	4.57
INC000000633721	Lori Savoie	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000633726	Barbara Brownell	Network	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	0.41
INC000000633774	Sarah Roundy	Application	Reporting	Gmail		TIR Missed: Yes	1.16
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	1.21
INC000000633776	Julia Shumway	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000633779	Kathy A Hills	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No	1.19
INC000000633781	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.42
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.42
INC000000633790	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.35
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.35
INC000000633791	Humaira Shah	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000633811	Delia Zavala	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.54
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.54
INC000000633818	Amy Schouten	Application	Error	eFIND/eSHARE		TIR Missed: No	0.45
	Application Support - EFIND	Anhkim Le	Health	Low	Closed	TTR Missed: No	0.45

Health

INC	Name	Category	Type	Product	TIR Missed		Value
INC000000633833	Joseph White	Application	Error	Citrix ICA Client	TIR Missed: No		0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000633855	Nanette Waters	Application	Password	BlueZone	TIR Missed: No		0.24
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No	0.24
INC000000633856	Jie Savage	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.39
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.96
INC000000633878	Marian West	Mainframe	Password	BlueZone	TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000633887	Lin-Marie Wright	Application	Error	None	TIR Missed: No		0.13
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	0.96
INC000000633889	Audra Solovi	Application	Error	Microsoft Windows 7	TIR Missed: No		0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No	
INC000000633904	Becky Tyler	PC/Laptop	Error	None	TIR Missed: No		0.00
	Help Desk	Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.00
INC000000633908	Judy Morrison	Network	None	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No	0.00
INC000000633923	Janine Whaley	Network	Error	None	TIR Missed: No		0.00
	Metro D Hosting	Sean McMillan	Health	Low	Closed	TTR Missed: No	
INC000000633963	Sarah Roundy	PC/Laptop	Error	None	TIR Missed: No		0.59
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.59
INC000000633966	Sue Dubois	None	None	None	TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000634035	Linda Morris	None	None	None	TIR Missed: No		0.40
	Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed: No	0.40
INC000000634103	Patrice Morley	Network	Error	None	TIR Missed: No		0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.35
INC000000634119	Larry Tooley	Network	Error	None	TIR Missed: No		0.29
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.43
INC000000634130	Nancy Reading	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000634147	Hina Yazdani	Network	Error	None	TIR Missed: No		0.00
	Help Desk	James Stearns	Health	Low	Closed	TTR Missed: No	0.00
INC000000634152	Sheila Trott	Application	Error	Microsoft Windows 7	TIR Missed: No		0.11
	Metro D Desktop Support	Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.25

Health

INC000000634156	Diana Rueff	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	0.00
Metro D Desktop Support		Philip Henderson	Health	Low	Closed	TTR Missed: No	0.61
INC000000634165	Phyllis Crowley	Application	None	None	TIR Missed: No	0.71
Metro D Help Desk		John Robinson	Health	Low	Closed	TTR Missed: No	0.71
INC000000634194	Jesika Connell	Telecom	Feature	Telephone	TIR Missed: No	0.26
Voice Operations		Romanza Hamblin Sorensen	Health	Low	Closed	TTR Missed: No	0.50
INC000000634212	Mindi Manes	Network	None	None	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000634221	Lynnette Godfrey	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		Matthew Earl	Health	Low	Closed	TTR Missed: No	0.03
INC000000634252	Rich Lakin	Application	Error	Gmail	TIR Missed: No	0.22
Metro D Help Desk		John Robinson	Health	Low	Closed	TTR Missed: No	0.22
INC000000634269	Susan Mottice	None	None	None	TIR Missed: No	0.00
Metro D Hosting		Sean McMillan	Health	Low	Closed	TTR Missed: No	
INC000000634271	Carri Forsgren	None	None	None	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000634278	Michael R Jensen	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000634307	Phyllis Crowley	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk		Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000634430	Brenda Robinson	None	None	None	TIR Missed: No	0.18
Metro D Desktop Support		Michael Schmidt	Health	Low	Closed	TTR Missed: No	1.07
INC000000634448	Carolyn Croxall	Application	Error	Gmail	TIR Missed: No	0.00
Metro D Help Desk		Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000634453	Jenny Johnson	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Desktop Support		Philip Henderson	Health	Low	Closed	TTR Missed: No	0.87
INC000000634458	Jodi Smith	None	None	None	TIR Missed: No	0.34
Metro D Desktop Support		Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.67
INC000000634462	Marjorie Wheeler	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Health	Low	Closed	TTR Missed: No	0.00
INC000000634464	Jennifer Wrathall	None	None	None	TIR Missed: No	0.34
Metro D Hosting		Donny Ford	Health	Low	Closed	TTR Missed: No	0.47
INC000000634475	Karla Matheson	PC/Laptop	Error	None	TIR Missed: No	0.63
Metro D Desktop Support		Eldon Jenson	Health	Low	Closed	TTR Missed: No	1.32

Health

INC000000634505	Michelle Martin	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	0.27
INC000000634542	Shannon Skiles	Telecom	Hardware	Telephone		TIR Missed: No	0.52
Voice/Data/WAN Services	T Artis	Health	Low	Closed	TTR Missed: No	0.83
INC000000634547	Christine Espinel	Application	Password	Citrix ICA Client		TIR Missed: Yes	5.64
Application Services	Tony Larsen	Health	Low	Closed	TTR Missed: Yes	8.75
INC000000634571	Betsi Patino	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.71
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed: No	1.63
INC000000634576	Purita Buck	None	None	None		TIR Missed: No	0.71
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No	0.99
INC000000634628	Audra Solovi	None	None	None		TIR Missed: No	0.83
Metro D Hosting	Donny Ford	Health	Low	Closed	TTR Missed: Yes	6.66
INC000000634639	Laurie Baksh	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000634732	Jason Stewart	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000634766	Lana Adams	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Health	Low	Closed	TTR Missed: No	0.00
INC000000634769	Kathy A Hills	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Health	Low	Closed	TTR Missed: No	0.00
INC000000634780	Owen Quinonez	Mobile Devices	Error	None		TIR Missed: Yes	18.48
Application Services	Danielle Hood	Health	Low	Closed	TTR Missed: Yes	24.45
INC000000634782	Ann Deering	Application	Error	Novell GroupWise		TIR Missed: No	0.00
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: Yes	6.15
INC000000634799	Sara Connell	Application	Error	Citrix ICA Client		TIR Missed: No	0.21
Application Services	Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.35
INC000000634808	Lori Lovett	None	None	None		TIR Missed: No	0.08
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	5.86
INC000000634832	Cindy Page	Application	Error	None		TIR Missed: Yes	1.30
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	5.69
INC000000634838	Joseph White	None	None	None		TIR Missed: No	0.40
Metro D Desktop Support	Michael Schmidt	Health	Low	Closed	TTR Missed: No	0.71
INC000000634869	Ann Deering	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No	0.00

Health

INC000000634889	Christopher Wnek	None	None	None	TIR Missed:	No	0.11
Capitol Hosting	Jake Vandenberghe	Health	Low	Closed	TTR Missed:	No	1.51
INC000000634895	Tavish Paulsen	Telecom	None	None	TIR Missed:	No	0.07
Voice Operations	Gail Christiansen	Health	Low	Closed	TTR Missed:	No	0.61
INC000000634902	Tracy Barkley	Network	Error	None	TIR Missed:	No	0.17
Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed:	No	0.17
INC000000634924	Don Wood	Application	Error	Gmail	TIR Missed:	No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed:	No	0.00
INC000000634932	Jonathan Anderson	None	None	None	TIR Missed:	No	0.46
Metro D Hosting	David Hert	Health	Low	Closed	TTR Missed:	No	0.54
INC000000634937	Cristie Chesler	Application	Error	Adobe Acrobat	TIR Missed:	No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed:	No	0.00
INC000000634938	Cyndi Bemis	Application	Error	Mozilla Firefox	TIR Missed:	No	0.92
Metro D Desktop Support	Philip Henderson	Health	Low	Closed	TTR Missed:	No	2.61
INC000000635008	Lori Savoie	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed:	No	0.00
INC000000635054	Debra K Miller	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.46
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed:	No	0.46
INC000000635069	Jenniel Allen	Application	Error	Gmail	TIR Missed:	Yes	32.60
Application Services	Dustin Crump	Health	Low	Closed	TTR Missed:	Yes	32.60
INC000000635078	Rett Hansen	None	None	None	TIR Missed:	No	0.00
Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed:	No	0.00
INC000000635096	Kyle Ashby	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed:	No	0.00
INC000000635097	Nanette Waters	Application	Password	BlueZone	TIR Missed:	No	0.41
Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed:	No	0.44
INC000000635133	Chia-jung Cheng	Network	Error	None	TIR Missed:	Yes	1.58
Metro C West Desktop Support	Shane Squire	Health	Low	Closed	TTR Missed:	No	4.37
INC000000635155	Doug May	None	None	Medicaid Managed Care System	TIR Missed:	No	0.28
Application Support - Oracle	Tony Hess	Health	Low	Closed	TTR Missed:	No	0.28
INC000000635163	Marsha Latham	Application	Error	Gmail	TIR Missed:	Yes	2.05
Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed:	No	2.78
INC000000635211	Betsi Patino	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.50
Metro D Hosting	Glenn Lepore	Health	Low	Resolved	TTR Missed:	No	1.55

Health

Incident	Requester	Category	Type	Product		SLA		
INC000000635264	Josh Ridderhoff	Application	None	None		TIR Missed: Yes		19.07
	Capitol Hosting	Joe Benson	Health	Low	Closed	TTR Missed: Yes		20.27
INC000000635266	Joey Thurgood	Application	Error	Gmail		TIR Missed: No		0.26
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No		0.26
INC000000635270	Karen Tsuyuki	Application	Error	Gmail		TIR Missed: Yes		2.17
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes		11.18
INC000000635277	Betsi Patino	EIS Hardware	None	None		TIR Missed: No		0.18
	Strategic Communications	Luis Larios	Health	Low	Closed	TTR Missed: No		0.18
INC000000635299	Lana Adams	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Neil Smedley	Health	Low	Closed	TTR Missed: No		0.00
INC000000635338	Nanette Waters	None	None	None		TIR Missed: No		0.45
	Operations Production Control	Cal Brinton	Health	Low	Closed	TTR Missed: No		0.47
INC000000635340	Kristi Smith	Application	Error	Gmail		TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No		
INC000000635348	Jodee Baker	Application	None	Gmail		TIR Missed: No		0.79
	Application Services	Martin Gonzalez	Health	Low	Closed	TTR Missed: Yes		20.88
INC000000635459	Bob Kuhn	Application	Password	Utah Master Directory		TIR Missed: No		0.20
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No		0.30
INC000000635463	Bob Kuhn	Application	Password	Utah Master Directory		TIR Missed: No		0.38
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No		0.38
INC000000635465	Melissa Dimond	PC/Laptop	Error	None		TIR Missed: No		0.52
	Metro D Desktop Support	Philip Henderson	Health	Medium	Closed	TTR Missed: Yes		6.48
INC000000635480	Gambrelli Layco	Application	Error	Citrix ICA Client		TIR Missed: No		0.49
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No		0.49
INC000000635517	Karen Tsuyuki	None	None	None		TIR Missed: No		0.13
	Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No		0.31
INC000000635547	Julia Shumway	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Help Desk	Eileen Dubach	Health	Low	Closed	TTR Missed: No		0.00
INC000000635551	Julia Shumway	PC/Laptop	Password	Utah Master Directory		TIR Missed: No		0.57
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No		2.60
INC000000635554	Laura Lee Detton	Mainframe	Password	BlueZone		TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No		0.00
INC000000635582	Charla Haley	Network	Error	Microsoft Windows XP Professio		TIR Missed: No		0.46
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No		0.88

Health

Incident	Requester	Category	Type	CI	Priority	Status	TIR/TTR Missed	Hours
INC000000635595	Roger Price	None	None	Medicaid Managed Care System			TIR Missed: Yes	6.58
	Application Support - Oracle	Ryan Nicol	Health		Low	Closed	TTR Missed: Yes	9.12
INC000000635614	Jan Miltenberger	None	None	None			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000635619	Catherine Hoelscher	Application	Error	Citrix ICA Client			TIR Missed: No	0.29
	Application Services	Tony Larsen	Health		Low	Closed	TTR Missed: No	2.52
INC000000635651	Kimberly Hart	None	None	None			TIR Missed: No	0.34
	Metro D Hosting	Steven Haderlie	Health		Low	Closed	TTR Missed: No	2.89
INC000000635697	Jeffrey Duncan	None	None	None			TIR Missed: Yes	1.89
	Metro D Hosting	Donny Ford	Health		Low	Closed	TTR Missed: No	2.08
INC000000635707	Joey Thurgood	Application	Error	None			TIR Missed: Yes	3.88
	Application Services	Danielle Hood	Health		Low	Closed	TTR Missed: Yes	8.57
INC000000635731	Deborah Judd	Application	None	Controlled Substance Database			TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health		Low	Closed	TTR Missed: No	0.00
INC000000635736	Chuck Adan	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000635739	Chuck Adan	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000635743	John Curless	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000635745	Teri McPhail	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000635758	Allyn Nakashima	Telecom	None	None			TIR Missed: No	0.76
	Voice Operations	Romanza Hamblin Sorensen	Health		Low	Closed	TTR Missed: No	0.76
INC000000635903	Bob Kuhn	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health		Low	Closed	TTR Missed: No	0.00
INC000000635914	Nancy McConnell	None	None	None			TIR Missed: No	0.57
	Metro D Hosting	Glenn Lepore	Health		Low	Closed	TTR Missed: No	0.57
INC000000635918	Nancy McConnell	None	None	None			TIR Missed: Yes	3.58
	Campus Networking	Jordy Davis	Health		Low	Closed	TTR Missed: No	3.58
INC000000635945	Kate Hester	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.49
	Application Services	Terry Forsgren	Health		Low	Closed	TTR Missed: No	0.62
INC000000635978	Alesha Orton	Application	Error	Gmail			TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00

Health

INC000000636016	Lynn Meinor	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed:	No	0.29
Application Services		Danielle Hood	Health		Low	Closed	TTR Missed:	Yes	15.92
INC000000636018	Annie Coyle	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk		Doug Brown	Health		Low	Closed	TTR Missed:	No	0.00
INC000000636083	John Slade	Application	Error	eFIND/eSHARE	TIR Missed:	No	0.23
Metro D Desktop Support		Eldon Jenson	Health		Low	Closed	TTR Missed:	No	2.28
INC000000636086	Kari Hewitt	Application	Error	Citrix ICA Client	TIR Missed:	No	0.38
Application Services		Terry Forsgren	Health		Low	Closed	TTR Missed:	Yes	15.10
INC000000636092	Kim Neerings	Application	Password	None	TIR Missed:	No	0.19
Metro D Hosting		Sean McMillan	Health		Low	Closed	TTR Missed:	Yes	7.84
INC000000636118	Nathan Checketts	Application	Error	Gmail	TIR Missed:	No	0.39
Enterprise Security		Dan Cook	Health		Low	Closed	TTR Missed:	No	2.52
INC000000636235	Ana Vazquez	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk		Matthew Earl	Health		Low	Closed	TTR Missed:	No	0.00
INC000000636272	Karen Ford	Telecom	Hardware	Telephone	TIR Missed:	No	0.11
Voice/Data/WAN Services		Greg Blessing	Health		Low	Closed	TTR Missed:	No	2.04
INC000000636293	Lori Sorensen	Application	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro D Help Desk		Matthew Earl	Health		Low	Closed	TTR Missed:	No	0.00
INC000000636325	Amy Oliver	Wireless Connectivity	Error	CapNet	TIR Missed:	No	0.00
Metro D Help Desk		Matthew Earl	Health		Low	Closed	TTR Missed:	No	0.00
INC000000636357	Josip Ambrenac	Network	Incident	None	TIR Missed:	No	0.90
Metro D Help Desk		John Robinson	Health		Low	Closed	TTR Missed:	No	0.90
INC000000636359	Michelle Muirbrook	Application	Error	Gmail	TIR Missed:	Yes	3.37
Metro D Help Desk		John Robinson	Health		Low	Closed	TTR Missed:	No	3.37
INC000000636374	John Slade	None	None	None	TIR Missed:	No	0.00
Operations Production Control		Cal Brinton	Health		Low	Closed	TTR Missed:	No	0.00
INC000000636400	Jie Savage	Application	Error	None	TIR Missed:	No	0.24
Metro D Desktop Support		Eldon Jenson	Health		Low	Closed	TTR Missed:	No	5.66
INC000000636424	Kathleen Pollock	EIS Hardware	PC/Laptop	None	TIR Missed:	No	0.12
Metro D Desktop Support		Michael Schmidt	Health		Low	Closed	TTR Missed:	No	0.44
INC000000636430	Karen L. Amlin Peterson	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
Metro D Help Desk		Doug Brown	Health		Low	Closed	TTR Missed:	No	0.00
INC000000636478	Jie Savage	Application	Error	State Payroll Time Entry System	TIR Missed:	No	0.32
Metro D Help Desk		Doug Brown	Health		Low	Closed	TTR Missed:	No	0.32

Health

INC000000636507	Marilee O' Connor	Application	Error	Gmail		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Health	Low	Closed	TTR Missed: No	0.00
INC000000636510	Marilee O' Connor	Application	None	Internet Explorer		TIR Missed: No	0.00
Metro D Desktop Support		Philip Henderson	Health	Low	Closed	TTR Missed: No	0.29
INC000000636519	Michelle Grossman	None	None	None		TIR Missed: No	0.00
Metro A Help Desk		Ed Conrad	Health	Low	Closed	TTR Missed: No	0.00
INC000000636644	Terre Lashier	Application	Password	Gmail		TIR Missed: No	0.00
Help Desk		Brenda Treadway	Health	Low	Closed	TTR Missed: No	0.00
INC000000636743	Patrice Morley	PC/Laptop	None	None		TIR Missed: No	0.00
Metro D Desktop Support		Philip Henderson	Health	Low	Closed	TTR Missed: No	0.45
INC000000636804	Terry Holden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000636813	Joanna Watson	Application	Error	None		TIR Missed: No	0.29
Metro D Desktop Support		Sevier Averett	Health	Low	Closed	TTR Missed: No	2.04
INC000000636837	Cyndi Bemis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000636838	Irene Petrogeorge	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
Metro D Help Desk		Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000636890	Melissa Dimond	PC/Laptop	None	None		TIR Missed: No	0.00
Metro D Desktop Support		Philip Henderson	Health	Low	Closed	TTR Missed: Yes	6.23
INC000000636893	Gina Boren	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Help Desk		Matthew Earl	Health	Low	Closed	TTR Missed: No	0.00
INC000000636903	John W Miller	Application	Error	None		TIR Missed: No	0.98
Metro D Hosting		Sean McMillan	Health	Low	Closed	TTR Missed: No	1.05
INC000000637067	Cyndi Bemis	Application	Error	Gmail		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000637099	Diana Webb	Network	Incident	None		TIR Missed: No	0.07
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.84
INC000000637144	Lin-Marie Wright	Application	Error	None		TIR Missed: No	0.15
Metro D Hosting		Steven Haderlie	Health	Low	Closed	TTR Missed: No	0.65
INC000000637150	Joyce Hasting	PC/Laptop	Error	None		TIR Missed: Yes	1.30
Rural Central Desktop Support		Ron LeBaron	Health	Low	Closed	TTR Missed: No	2.55
INC000000637208	Julie Moore	None	None	None		TIR Missed: No	0.00
Operations Production Control		Duane Hardy	Health	Low	Closed	TTR Missed: No	0.00

Health

Incident	Submitter	Category	Type	Product	Priority	Status		Value
INC000000637253	Lainie Harris	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.42
Metro D Desktop Support	Michael Schmidt	Health			Low	Closed	TTR Missed: No	0.48
INC000000637257	Christine Espinel	Application	None	Gmail			TIR Missed: No	0.53
Application Services	Martin Gonzalez	Health			Low	Resolved	TTR Missed: Yes	8.12
INC000000637260	Gina Boren	Mainframe	Password	BlueZone			TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Health			Low	Closed	TTR Missed: No	0.00
INC000000637363	Bradey Blickfeldt	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health			Low	Closed	TTR Missed: No	0.00
INC000000637378	Mary Pahoundis	Server	Error	Microsoft Windows Server 2003			TIR Missed: No	0.42
Application Services	Terry Forsgren	Health			Low	Closed	TTR Missed: No	0.99
INC000000637385	Jackie Gerber	Application	Error	Citrix ICA Client			TIR Missed: No	0.47
Application Services	Terry Forsgren	Health			Low	Closed	TTR Missed: No	0.72
INC000000637402	Anna Packer	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health			Low	Closed	TTR Missed: No	0.00
INC000000637411	Keely Cofrin Allen	Application	Password	Novell eDirectory			TIR Missed: No	0.78
Application Services	Terry Forsgren	Health			Low	Resolved	TTR Missed: No	0.78
INC000000637412	Patricia Wilkinson	Print/Copy/Scan/Fax	Incident	None			TIR Missed: No	0.27
Metro D Desktop Support	Michael Schmidt	Health			Low	Closed	TTR Missed: No	1.04
INC000000637434	Kim Michelson	Application	Error	Citrix ICA Client			TIR Missed: No	0.85
Application Services	Terry Forsgren	Health			Low	Closed	TTR Missed: No	0.85
INC000000637441	David Antell	Application	Error	None			TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health			Low	Closed	TTR Missed: No	0.00
INC000000637448	Zenda Schwab	Application	Reporting	Citrix ICA Client			TIR Missed: No	0.14
Metro D Help Desk	Matthew Earl	Health			Low	Closed	TTR Missed: No	0.14
INC000000637449	Krysta Badger	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health			Low	Closed	TTR Missed: No	0.00
INC000000637453	Allison Rondeau	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health			Low	Closed	TTR Missed: No	0.00
INC000000637487	Amanda Whipple	PC/Laptop	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Help Desk	James Stearns	Health			Low	Closed	TTR Missed: No	0.00
INC000000637503	Robyn Weaver	Application	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health			Low	Closed	TTR Missed: No	0.00
INC000000637549	Brent Curtis	Application	Error	None			TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health			Low	Closed	TTR Missed: No	0.00

Health

Incident	Name	Category	Type	CI		TIR Missed		Value
INC000000637558	Andre Baksh	Application	Error	Utah Master Directory		TIR Missed: No		0.10
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No		0.10
INC000000637575	Lin-Marie Wright	Application	Error	None		TIR Missed: No		0.58
	Metro D Hosting	Steven Haderlie	Health	Low	Closed	TTR Missed: No		1.24
INC000000637590	Dave Rabiger	Application	None	Gmail		TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Health	Low	Closed	TTR Missed: No		0.00
INC000000637615	Shelly Phillips	EIS Hardware	Printer	None		TIR Missed: No		0.12
	Metro D Help Desk	Matthew Earl	Health	Low	Closed	TTR Missed: No		0.88
INC000000637627	Barton Wiest	Network	Error	None		TIR Missed: No		0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No		0.91
INC000000637629	Teresa Gentry	Application	Error	MMIS Data Warehouse		TIR Missed: No		0.37
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.51
INC000000637638	Wendy Dokos	Network	Error	None		TIR Missed: No		0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Closed	TTR Missed: No		0.71
INC000000637641	Nanette Waters	None	None	None		TIR Missed: No		0.14
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.31
INC000000637647	Nanette Waters	None	None	None		TIR Missed: No		0.11
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.30
INC000000637653	Karlee Adams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Closed	TTR Missed: No		0.00
INC000000637696	Chuck Adan	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		0.00
INC000000637740	Ivett Cordova	Application	Error	BlueZone		TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No		0.00
INC000000637743	Rett Hansen	Network	Incident	None		TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Health	Low	Closed	TTR Missed: No		0.00
INC000000637776	Nanette Waters	None	None	None		TIR Missed: No		0.80
	Operations Production Control	Duane Hardy	Health	Low	Closed	TTR Missed: No		1.09
INC000000637779	Maggie Chaney	Application	None	Utah Master Directory		TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Health	Low	Closed	TTR Missed: No		0.00
INC000000637805	Leslie Minaya	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Closed	TTR Missed: No		0.00
INC000000637814	Nancy McConnell	None	None	None		TIR Missed: Yes		1.00
	Campus Networking	Jordy Davis	Health	Low	Closed	TTR Missed: No		1.00

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INC000000637815	Justin Wadman	Application	Error	Medicaid Managed Information	TIR Missed: No	0.13
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.29
INC000000637818	Justin Wadman	Application	Error	JavaPC	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00
INC000000637873	Amy Schouten	Application	None	Gmail	TIR Missed: No	0.34
Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.34
INC000000637886	Steve Robison	Application	None	Medicaid Managed Care System	TIR Missed: No	0.12
Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.14
INC000000637924	Ivett Cordova	Application	Error	BlueZone	TIR Missed: No	0.50
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.50
INC000000637966	Ron Schindler	Application	Error	Microsoft Windows 7	TIR Missed: No	0.25
Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.40
INC000000637977	Seth Fuentes	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.52
INC000000638006	Shari Hunsaker	Application	Error	None	TIR Missed: No	0.57
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.57
INC000000638027	Carolyn Evans	PC/Laptop	Virus	None	TIR Missed: No	0.78
Metro D Help Desk	John Robinson	Health		Low	Closed	TTR Missed: No	0.78
INC000000638044	Gina Boren	None	None	None	TIR Missed: No	0.12
Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	0.40
INC000000638047	Liliana Contreras	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000638049	Liliana Contreras	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Closed	TTR Missed: No	0.00
INC000000638059	Lynn Phillips	Application	None	None	TIR Missed: No	0.00
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	0.05
INC000000638238	Roger Price	Application	Error	PGP	TIR Missed: No	0.48
Metro D Desktop Support	Philip Henderson	Health		Low	Closed	TTR Missed: No	1.71
INC000000638268	Krysta Badger	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00
INC000000638316	Kathy A Hills	Telecom	Voice Mail	Telephone	TIR Missed: No	0.16
Voice Operations	Romanza Hamblin Sorensen	Health		Low	Closed	TTR Missed: No	0.74
INC000000638336	Lizeth Hernandez	Application	Error	Microsoft Windows Server 2003	TIR Missed: No	0.28
Application Services	Terry Forsgren	Health		Low	Closed	TTR Missed: No	0.46

Health						

INC000000638350	Jan Case	Server	Error	Microsoft Windows Server 2003	TIR Missed: No	0.08
Application Services		Terry Forsgren	Health	Low	Closed	TTR Missed: No	0.65
INC000000638399	Terry Holden	PC/Laptop	Performance	None	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000638408	Cameron Cooper	None	None	None	TIR Missed: No	0.00
Metro D Hosting		Cameron Cooper	Health	Low	Closed	TTR Missed: No	0.10
INC000000638411	Kathy Cordova	None	None	None	TIR Missed: No	0.00
Operations Production Control		Christie Burnham	Health	Low	Closed	TTR Missed: No	0.00
INC000000638424	Kathryn Marti	Application	Error	Gmail	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Closed	TTR Missed: No	0.00
INC000000638427	Kim K Hadley	None	None	None	TIR Missed: No	0.00
Metro B Help Desk		Todd Manning	Health	Low	Closed	TTR Missed: No	0.00
INC000000638465	Kathy Hills	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support		Sevier Averett	Health	Low	Closed	TTR Missed: No	0.00
INC000000638479	Robert Sonoda	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support		Sevier Averett	Health	Low	Closed	TTR Missed: No	0.12
INC000000638491	Marcee Mortensen	None	None	None	TIR Missed: No	0.00
Metro D Desktop Support		Sevier Averett	Health	Low	Closed	TTR Missed: No	0.52
INC000000638511	Robert Paul	Network	None	None	TIR Missed: No	0.00
Metro D Desktop Support		Philip Henderson	Health	Low	Closed	TTR Missed: No	2.42
INC000000638512	Melissa Leak	Application	None	Lyris List Server	TIR Missed: Yes	2.42
Application Services		Tony Larsen	Health	Low	Resolved	TTR Missed: Yes	15.85
INC000000638525	Julie Mark	Application	Error	Gmail	TIR Missed: No	0.00
Metro D Help Desk		John Robinson	Health	Low	Closed	TTR Missed: No	0.00
INC000000638616	Corina Pace	None	None	None	TIR Missed: Yes	1.78
Metro D Desktop Support		Michael Schmidt	Health	Low	Resolved	TTR Missed: No	2.93
INC000000638624	Nanette Waters	None	None	None	TIR Missed: No	0.36
Operations Production Control		Duane Hardy	Health	Low	Closed	TTR Missed: No	0.62
INC000000638626	Beverly Jackson	Application	Error	Gmail	TIR Missed: No	0.03
Metro D Help Desk		Matthew Earl	Health	Low	Closed	TTR Missed: No	1.66
INC000000638653	Bradey Blickfeldt	Application	Password	Utah Master Directory	TIR Missed: No	0.15
Help Desk		Vicky Marrelli	Health	Low	Closed	TTR Missed: No	0.22
INC000000638656	Jessica Strout	Application	Error	Gmail	TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health	Low	Resolved	TTR Missed: No	

Health

Incident	Requester	Category	Sub-Category	Product		Status	Missed	Value
INC000000638659	Bradey Blickfeldt	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health		Low	Closed	TTR Missed: No	0.00
INC000000638705	Andre Baksh	Application	Error	None			TIR Missed: No	0.63
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.63
INC000000638711	Brent Baum	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000638734	Steve Ipsen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Closed	TTR Missed: No	0.00
INC000000638742	Justin Wadman	PC/Laptop	Hardware	None			TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health		Low	Closed	TTR Missed: No	0.00
INC000000638746	Karen Tsuyuki	Application	None	Gmail			TIR Missed: No	0.95
	Application Services	Martin Gonzalez	Health		Low	Resolved	TTR Missed: No	5.87
INC000000638773	Donna Thomas	EIS Hardware	PC/Laptop	None			TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health		Low	Closed	TTR Missed: No	0.00
INC000000638854	Jennifer Critchley	Network	Error	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000638868	Laurie Hampshire	Application	Error	None			TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000638884	Cami Buchmiller	PC/Laptop	Performance	None			TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Health		Low	Resolved	TTR Missed: No	0.00
INC000000638917	Stephanie Mcvicar	Wireless Connectivity	Error	Microsoft Windows 7			TIR Missed: No	0.13
	Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	1.14
INC000000638919	Gene Cottrell	Telecom	Voice Mail	Telephone			TIR Missed: No	0.13
	Voice Operations	James Gifford	Health		Low	Resolved	TTR Missed: No	0.13
INC000000638958	Chad Campbell	Telecom	Voice Mail	Telephone			TIR Missed: No	0.21
	Voice Operations	Leon Owen	Health		Low	Resolved	TTR Missed: No	0.21
INC000000638965	Doug May	None	None	None			TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000638990	Lana Adams	Telecom	None	None			TIR Missed: Yes	1.83
	Voice Operations	James Gifford	Health		Low	Resolved	TTR Missed: No	1.83
INC000000639004	Nanette Waters	Mainframe	Password	BlueZone			TIR Missed: No	0.53
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.53
INC000000639015	Lana Adams	Application	Error	None			TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Health		Low	Resolved	TTR Missed: No	0.00

Health							

INC000000639022	Keely Cofrin Allen	None	None	None		TIR Missed: Yes	2.24
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	2.94
INC000000639044	Marie Nagata	Telecom	None	None		TIR Missed: No	0.42
	Voice Operations	Leon Owen	Health	Low	Resolved	TTR Missed: No	0.42
INC000000639052	Nanette Waters	Mainframe	None	BlueZone		TIR Missed: No	0.53
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.62
INC000000639097	Terri C Johnson	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000639127	Tracy Barkley	Mainframe	Password	BlueZone		TIR Missed: No	0.60
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.76
INC000000639175	Julia Mathews	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000639216	Jennefer Brynjulfson	Application	Error	Novell eDirectory		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Health	Low	Closed	TTR Missed: No	0.08
INC000000639434	Darilyn Chacon	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000639472	Steve Phillips	PC/Laptop	Performance	None		TIR Missed: No	0.31
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.86
INC000000639504	Elizabeth McElreath	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000639507	Annie Coyle	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000639508	Krista Royall	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000639523	Ana Vazquez	None	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000639529	Diane Kimmerle	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	High	Resolved	TTR Missed: No	0.00
INC000000639588	Tracy Barkley	Application	Password	Medicaid Managed Information	TIR Missed: No	0.22
	Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.36
INC000000639592	Colleen Robley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000639642	Christina Perry	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00

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INC000000639645	Teresa Gentry	Telecom	IP	None		TIR Missed: No	0.17
Voice Operations	Gail Christiansen	Health		Low	Resolved	TTR Missed: No	0.82
INC000000639652	Heidi Rocco	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.24
Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	0.34
INC000000639667	Kathy Paras	Application	Error	Citrix ICA Client		TIR Missed: No	0.09
Application Services	Tony Larsen	Health		Low	Resolved	TTR Missed: No	4.73
INC000000639686	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.36
Operations Production Control	Christie Burnham	Health		Low	Resolved	TTR Missed: No	0.38
INC000000639690	Dee Anne McGuire	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000639694	Shelly Wykoff	None	None	None		TIR Missed: No	0.15
Metro D Desktop Support	Sevier Averett	Health		Low	Resolved	TTR Missed: No	0.85
INC000000639695	Terri C Johnson	Application	Error	Gmail		TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000639700	Don Wood	Application	Error	Employee Gateway		TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000639724	Carol Runia	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000639761	Lanette Sorensen	Application	None	Internet Explorer		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.17
INC000000639800	Brady Kerkman	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.99
INC000000639822	Christine Espinel	Application	Error	PGP		TIR Missed: No	0.56
Application Services	Danielle Hood	Health		Low	Resolved	TTR Missed: Yes	12.57
INC000000639834	Jennifer L Bryant	Application	Error	Gmail		TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000639841	Diana Webb	Network	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.10
INC000000639860	Nanette Waters	Application	Password	BlueZone		TIR Missed: No	0.17
Operations Production Control	Christie Burnham	Health		Low	Resolved	TTR Missed: No	0.29
INC000000639866	Rick Sorenson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000639897	Blake Anderson	PC/Laptop	Error	None		TIR Missed: No	0.06
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.67

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INC000000639947	Jaime Lund	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.32
INC000000639952	Susanne Knight	None	None	None		TIR Missed: Yes		1.15
	Metro D Hosting	Glenn Lepore	Health		Low	Resolved	TTR Missed: No	4.76
INC000000639974	Ed Leis	Application	Password	Utah Master Directory		TIR Missed: No		0.16
	Help Desk	Brenda Treadway	Health		Low	Resolved	TTR Missed: No	0.16
INC000000640000	Heather Santacruz	Mainframe	Password	BlueZone		TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000640010	Nanette Waters	None	None	None		TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000640090	Lisa Kane	Application	Error	Gmail		TIR Missed: No		0.00
	Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	
INC000000640229	Carol Lowder	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000640259	Jared Crandall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000640265	Heather Carlson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Resolved	TTR Missed: No	0.00
INC000000640268	Teresa Gentry	None	None	None		TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health		Low	Resolved	TTR Missed: No	0.00
INC000000640285	Heidi Alzamora	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000640320	Dee Anne McGuire	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000640343	Sarah Roundy	None	None	None		TIR Missed: No		0.13
	Metro D Desktop Support	Sevier Averett	Health		Low	Resolved	TTR Missed: No	3.01
INC000000640354	Karen Mortenson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No		0.00
	Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000640372	Emily Sagers	Application	Reporting	Gmail		TIR Missed: No		0.00
	Help Desk	James Stearns	Health		Low	Resolved	TTR Missed: No	
INC000000640383	Victoria Christiansen	Application	None	None		TIR Missed: No		0.51
	Metro D Hosting	Glenn Lepore	Health		Medium	Resolved	TTR Missed: No	0.51
INC000000640396	Gene Cottrell	Application	Error	None		TIR Missed: No		0.00
	Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00

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INC000000640417	Sanwat Chaudhuri	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640484	Adriana Moreno	Application	Error	Gmail	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640564	Michelle G Christensen	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.44
INC000000640579	Adriana Moreno	Application	Error	Gmail	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640585	Jared Crandall	Application	Error	ZENworks for Desktops	TIR Missed: No	0.12
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.54
INC000000640599	Jenniel Allen	Application	Error	Ipads	TIR Missed: No	0.69
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	0.82
INC000000640625	Whitney Johnson	None	None	None	TIR Missed: No	0.39
Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.56
INC000000640634	Natali Rajcevich	PC/Laptop	Performance	None	TIR Missed: No	0.18
Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	0.90
INC000000640684	Laverne Snow	Application	Error	Symantec AntiVirus	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640724	David Meadows	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640737	Julia Robertson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640744	Bryan Berry	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	
INC000000640768	Kristi Smith	Application	Error	Gmail	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640777	Lois Boomer	PC/Laptop	Performance	None	TIR Missed: No	0.28
Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	4.59
INC000000640778	Joyce Hasting	Application	Password	PGP	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640782	Joanna Watson	PC/Laptop	Error	None	TIR Missed: No	0.21
Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.75
INC000000640783	Bobbie Lou Anderson	Network	Performance	None	TIR Missed: Yes	47.45
Campus Networking	Jordy Davis	Health	Low	Resolved	TTR Missed: Yes	47.45

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Incident	Requester	Type	Category	Item	TIR Missed	Value
INC000000640784	Robert Jex	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640790	Joyce Hasting	PC/Laptop	Error	None	TIR Missed: No	0.92
	Rural Central Desktop Support	Paul Petersen	Health	Low	Resolved	TTR Missed: No	0.92
INC000000640794	Sarah Roundy	None	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640802	Julie Moore	Application	Error	None	TIR Missed: No	0.09
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	0.61
INC000000640806	Catherine Sparks	Application	Error	Gmail	TIR Missed: No	0.48
	Application Services	Martin Gonzalez	Health	Low	Resolved	TTR Missed: No	0.48
INC000000640807	Catherine Sparks	PC/Laptop	Error	None	TIR Missed: No	0.20
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.42
INC000000640824	Natali Rajcevich	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	0.00
INC000000640893	Paula McGuire	Application	Error	Gmail	TIR Missed: No	0.00
	Application Services	Danielle Hood	Health	High	Resolved	TTR Missed: Yes	10.01
INC000000640900	Gene Cottrell	Application	Error	None	TIR Missed: No	0.18
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	1.66
INC000000640921	Randell Hicks	Application	Error	None	TIR Missed: No	0.53
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	5.61
INC000000640970	Dee Anne McGuire	Application	Password	PGP	TIR Missed: No	0.48
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.82
INC000000640994	Krysta Badger	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.12
INC000000641016	Ann Deering	Application	Error	None	TIR Missed: No	0.08
	Metro D Desktop Support	Michael Schmidt	Health	Low	Resolved	TTR Missed: No	0.51
INC000000641050	Amy Schouten	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.03
INC000000641081	Anna Packer	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	0.04
INC000000641088	Cristie Chesler	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	0.04
INC000000641094	April Pappas	None	None	Medicaid Managed Care Systen	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00

Health

INC000000641125	Jana Coombs	Telecom	Voice Mail	Telephone		TIR Missed: No	0.85
Voice Operations		Romanza Hamblin Sorensen	Health		Low	Resolved	TTR Missed: No	0.89

INC000000641139	Tori Welling	Application	Password	Medicaid Managed Information		TIR Missed: No	0.22
Operations Production Control		Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.22

INC000000641143	Annette Winn	Application	Error	None		TIR Missed: No	0.11
Metro D Desktop Support		Michael Schmidt	Health		Low	Resolved	TTR Missed: No	2.65

INC000000641146	Susan Rugg	Application	Error	None		TIR Missed: No	0.18
Metro D Hosting		Steven Haderlie	Health		Medium	Resolved	TTR Missed: No	3.10

INC000000641168	Julie Mark	Application	Error	None		TIR Missed: No	0.40
Metro D Desktop Support		Michael Schmidt	Health		Low	Resolved	TTR Missed: No	2.35

INC000000641202	Peggy Montague	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.09
Metro D Help Desk		Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.27

INC000000641218	Edwin Espinel	Application	Error	M86		TIR Missed: No	0.56
Enterprise Security		Bart Grant	Health		Low	Resolved	TTR Missed: No	0.56

INC000000641231	Jeffrey Duncan	None	None	None		TIR Missed: No	0.00
Network Operations		Jared Elzinga	Health		Low	Resolved	TTR Missed: No	

INC000000641237	Kenny Davis	Application	Error	None		TIR Missed: No	0.23
Metro D Desktop Support		Eldon Jenson	Health		Low	Resolved	TTR Missed: No	3.12

INC000000641249	Anna Packer	Application	Reporting	Gmail		TIR Missed: Yes	4.79
Application Services		Martin Gonzalez	Health		Low	Resolved	TTR Missed: No	4.79

INC000000641259	Anna Packer	Application	Error	Gmail		TIR Missed: Yes	4.64
Metro D Help Desk		Matthew Earl	Health		Low	Resolved	TTR Missed: No	4.64

INC000000641276	Marcee Mortensen	Application	Error	Gmail		TIR Missed: Yes	3.13
Help Desk		Vicky Marrelli	Health		Low	Resolved	TTR Missed: No	4.15

INC000000641280	Diana Webb	None	None	None		TIR Missed: No	0.00
Metro D Help Desk		Doug Brown	Health		Low	Resolved	TTR Missed: No	

INC000000641336	Slava Kopelev	None	None	None		TIR Missed: No	0.04
Metro D Help Desk		Doug Brown	Health		Low	Resolved	TTR Missed: No	0.28

INC000000641388	Keely Cofrin Allen	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	0.15
Metro D Desktop Support		Philip Henderson	Health		Low	Resolved	TTR Missed: No	0.98

INC000000641433	Gene Cottrell	Network	None	None		TIR Missed: No	0.00
Metro D Desktop Support		Philip Henderson	Health		Low	Resolved	TTR Missed: No	1.00

INC000000641442	Darilyn Chacon	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Metro D Desktop Support		Philip Henderson	Health		Low	Resolved	TTR Missed: No	0.86

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Incident	Name	Category	Type	Item	TIR Missed		Value
INC000000641548	Nichoal Keyes	None	None	None	TIR Missed: No		0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641580	Kathy A Hills	Telecom	Voice Mail	Telephone	TIR Missed: No		0.24
	Voice Operations	James Gifford	Health	Low	Resolved	TTR Missed: No	0.47
INC000000641605	Kara Verner	EIS Hardware	PC/Laptop	None	TIR Missed: No		0.02
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	0.35
INC000000641608	Zoann Finney	Application	Password	Gmail	TIR Missed: No		0.00
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641609	Purita Buck	Network	Performance	None	TIR Missed: Yes		12.88
	Campus Networking	Jordy Davis	Health	Low	Resolved	TTR Missed: Yes	12.88
INC000000641613	Simon Bolivar	Application	Password	PGP	TIR Missed: No		0.43
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	1.64
INC000000641615	Shanna Anderson	Mainframe	Password	None	TIR Missed: No		0.17
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.17
INC000000641631	Sheila Trott	None	None	None	TIR Missed: No		0.07
	Metro D Hosting	David Hert	Health	Low	Resolved	TTR Missed: No	0.63
INC000000641665	Cindy Scharman	Application	Reporting	Medicaid Managed Information	TIR Missed: No		0.13
	Application Support - MMIS	Steven Hegji	Health	Low	Resolved	TTR Missed: No	0.63
INC000000641672	Marian West	Mainframe	Error	None	TIR Missed: No		0.56
	Application Support - MMIS	Steven Hegji	Health	Low	Resolved	TTR Missed: No	0.56
INC000000641678	Adele Watts	None	None	None	TIR Missed: No		0.00
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641685	Adele Watts	None	None	None	TIR Missed: No		0.00
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641699	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No		0.49
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.56
INC000000641703	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No		0.47
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.55
INC000000641705	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No		0.44
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.48
INC000000641707	Seth Fuentes	None	None	None	TIR Missed: No		0.08
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	2.23
INC000000641715	Tracy Freeman	Telecom	Hardware	Telephone	TIR Missed: No		0.17
	Voice/Data/WAN Services	Mike Johnson	Health	Low	Resolved	TTR Missed: No	0.70

Health

Incident	Name	Category 1	Category 2	Category 3	TIR Missed	TTR Missed	Value
INC000000641733	Owen Quinonez	None	None	None	TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641745	Nanette Waters	None	None	None	TIR Missed: No		0.00
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641746	Jenniel Allen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No		0.26
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: Yes	6.03
INC000000641783	Jeffrey Duncan	None	None	None	TIR Missed: Yes		1.11
	Capitol Hosting	Danny Black	Health	Low	Resolved	TTR Missed: No	2.13
INC000000641790	Betsi Patino	PC/Laptop	Error	None	TIR Missed: No		0.08
	Metro D Desktop Support	Sevier Averett	Health	Low	Resolved	TTR Missed: No	4.17
INC000000641793	Bryan Berry	Application	Password	Action Request System	TIR Missed: No		0.60
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.67
INC000000641802	Betsi Patino	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No		0.00
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	4.50
INC000000641807	Dennis Bang	None	None	None	TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641844	Anita Hall	Application	Error	Gmail	TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641860	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: No		0.41
	Operations Production Control	Duane Hardy	Health	Low	Resolved	TTR Missed: No	0.41
INC000000641863	Kayla Rypien	Application	None	PGP	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641868	Karla Matheson	Telecom	Hardware	Telephone	TIR Missed: No		0.71
	Voice/Data/WAN Services	Mike Johnson	Health	Low	Resolved	TTR Missed: No	2.35
INC000000641873	Kayla Rypien	Application	None	ZENworks for Desktops	TIR Missed: No		0.62
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed: No	2.91
INC000000641917	Annie Coyle	None	None	None	TIR Missed: No		0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641924	Karen M Smith	Application	Error	Symantec AntiVirus	TIR Missed: No		0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000641943	Barbara Brownell	EIS Hardware	Printer	None	TIR Missed: No		0.19
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	1.72
INC000000641952	Nanette Waters	Mainframe	None	BlueZone	TIR Missed: Yes		19.76
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: Yes	19.76

Health

INC000000641963	Jennifer Franchow	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Health	Low	Resolved		TTR Missed: No	0.00
INC000000641970	Jesika Connell	None	None	None		TIR Missed: No	0.43
Metro B Desktop Support	Annice Valdez	Health	Low	Resolved		TTR Missed: Yes	7.56
INC000000641972	Ina Oviatt	Application	Error	None		TIR Missed: No	0.40
Metro D Help Desk	Doug Brown	Health	Low	Resolved		TTR Missed: No	0.40
INC000000641974	Karen L. Amlin Peterson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved		TTR Missed: N/A	
INC000000642152	Carmen Dickson	Application	Error	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved		TTR Missed: No	0.00
INC000000642181	Darilyn Chacon	Application	Error	None		TIR Missed: No	0.53
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved		TTR Missed: No	1.83
INC000000642193	Leslie Minaya	Network	None	None		TIR Missed: No	0.87
Rural North Desktop Support	Ryan Casey	Health	Low	Resolved		TTR Missed: No	1.86
INC000000642215	Barton Wiest	Application	Error	None		TIR Missed: No	0.36
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved		TTR Missed: No	1.44
INC000000642223	Cecelia Richins	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Resolved		TTR Missed: No	0.33
INC000000642226	Lisa V Hunt	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Resolved		TTR Missed: No	0.00
INC000000642245	Lynne MacLeod	PC/Laptop	None	CapNet		TIR Missed: No	0.18
Metro D Help Desk	Matthew Earl	Health	Low	Resolved		TTR Missed: No	0.36
INC000000642266	Dee Anne McGuire	Application	Error	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved		TTR Missed: No	0.00
INC000000642292	Gene Cottrell	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.21
Metro D Desktop Support	Steve Gibb	Health	Low	Resolved		TTR Missed: No	5.46
INC000000642309	Linda Asa	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Health	Low	Resolved		TTR Missed: No	0.12
INC000000642314	Philip Harris	Network	Error	None		TIR Missed: No	0.89
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved		TTR Missed: No	1.18
INC000000642316	Justin Wadman	Telecom	None	None		TIR Missed: No	0.28
Voice Operations	Julie Sabato	Health	Low	Resolved		TTR Missed: No	0.73
INC000000642324	Jie Savage	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved		TTR Missed: No	0.05

Health

Incident	Name	Type	Category	System	TIR/TTR Missed	Priority	Status	Value
INC000000642345	Dee Anne McGuire	Application	Password	None	TIR Missed: No			0.55
	Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	1.16
INC000000642375	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No			0.16
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.16
INC000000642380	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No			0.03
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.11
INC000000642427	Lisa V Hunt	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.34
	Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.90
INC000000642431	Esther Munene	EIS Hardware	PC/Laptop	None	TIR Missed: No			0.29
	Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.51
INC000000642434	Emily Sagers	Telecom	None	None	TIR Missed: No			0.58
	Voice/Data/WAN Services	Spencer Blodgett	Health		Low	Resolved	TTR Missed: No	1.57
INC000000642468	Dana B Gauthier	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000642488	Aryavash Aryazand	Application	Error	None	TIR Missed: Yes			1.05
	Metro D Hosting	David Hert	Health		Low	Resolved	TTR Missed: No	1.36
INC000000642517	Wu Xu	Application	None	None	TIR Missed: No			0.72
	Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	2.45
INC000000642537	Shauna Simmons	PC/Laptop	Hardware	None	TIR Missed: No			0.19
	Metro C West Desktop Support	Hal Wold	Health		Low	Resolved	TTR Missed: No	4.71
INC000000642539	John Schultheis II	Application	None	Postini	TIR Missed: Yes			3.71
	Application Services	Martin Gonzalez	Health		Low	Resolved	TTR Missed: No	3.71
INC000000642577	Lori Sorensen	Application	Error	Gmail	TIR Missed: No			0.00
	Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000642581	Butch Luers	Mainframe	Password	BlueZone	TIR Missed: No			0.74
	Operations Production Control	Cal Brinton	Health		Low	Resolved	TTR Missed: No	1.13
INC000000642594	Lori Savoie	Mainframe	None	BlueZone	TIR Missed: No			0.49
	Metro D Hosting	Sean McMillan	Health		Low	Resolved	TTR Missed: No	2.86
INC000000642605	Doug May	None	None	None	TIR Missed: No			0.67
	Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	1.30
INC000000642606	Peggy Montague	Network	None	None	TIR Missed: No			0.48
	Metro D Hosting	Steven Haderlie	Health		Low	Resolved	TTR Missed: No	1.16
INC000000642623	Gene Cottrell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00

Health

INC000000642636	Dee Anne McGuire	Application	None	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000642654	Nanette Waters	Mainframe	Password	BlueZone	TIR Missed: No	0.09
Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.09
INC000000642677	Andre Baksh	Application	Error	Gmail	TIR Missed: No	0.47
Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: Yes	6.19
INC000000642680	Philip Harris	None	None	None	TIR Missed: No	0.86
Metro D Hosting	Steven Haderlie	Health	Low	Resolved	TTR Missed: No	1.02
INC000000642730	Jacob Madsen	Mainframe	Password	BlueZone	TIR Missed: No	0.22
Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.32
INC000000642751	Chuck Adan	Mainframe	Password	BlueZone	TIR Missed: No	0.06
Operations Production Control	Christie Burnham	Health	Low	Resolved	TTR Missed: No	0.22
INC000000642759	Nancy Arbon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000642769	Tracy Barkley	Application	Error	Gmail	TIR Missed: Yes	1.69
Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed: No	2.53
INC000000642795	Nancy Arbon	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000642947	Kim K Hadley	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Health	Low	Resolved	TTR Missed: No	0.00
INC000000642954	Hoang-Cam Nguyen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000642971	Stephanie Rogers	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000642973	Chuck Adan	None	None	None	TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	
INC000000642992	Kolbi Young	Application	Error	Gmail	TIR Missed: No	0.65
Application Services	Tony Larsen	Health	Low	Resolved	TTR Missed: No	1.30
INC000000643011	Cindy Shepherd	Mainframe	Error	BlueZone	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643030	Dee Anne McGuire	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643031	Audrey M Curtis	None	None	None	TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.00

Health

INC000000643036	Merna Allen	Application	Error	BMI		TIR Missed:	No	0.98
	Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.98
INC000000643039	Hoang-Cam Nguyen	Application	Reporting	Citrix ICA Client		TIR Missed:	No	0.42
	Application Services	Terry Forsgren	Health		Low	Resolved	TTR Missed: No	0.51
INC000000643041	Janell Hall	Application	Error	None		TIR Missed:	No	0.25
	Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.25
INC000000643044	Betsi Patino	Application	Error	None		TIR Missed:	No	0.30
	Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	3.68
INC000000643055	Nanette Waters	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643075	Michael Hales	Application	Error	None		TIR Missed:	No	0.20
	Application Services	Dustin Crump	Health		Low	Resolved	TTR Missed: No	0.20
INC000000643089	Nancy Arbon	Application	Error	Laboratory Information Manage		TIR Missed:	No	0.12
	Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.17
INC000000643099	Sally Valdez	None	None	None		TIR Missed:	No	0.14
	Capitol Hosting	Curtis Parker	Health		Low	Resolved	TTR Missed: Yes	13.26
INC000000643152	Jane Johnson	None	None	None		TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643157	Roxanne Landreneaux	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643162	Roxanne Landreneaux	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643165	Roxanne Landreneaux	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643167	Roxanne Landreneaux	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643193	Hillary McDermott	Print/Copy/Scan/Fax	Queue	None		TIR Missed:	No	0.03
	Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	2.28
INC000000643226	Margaret Bowen	Application	Error	Gmail		TIR Missed:	Yes	8.93
	Application Services	Dustin Crump	Health		Low	Resolved	TTR Missed: Yes	8.96
INC000000643227	Roxanne Landreneaux	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643237	Jill Boettger	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00

Health

INC000000643314	Robert Paul	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	0.07
INC000000643325	Chris Sandoval	None	None	None		TIR Missed: No	0.11
Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	0.61
INC000000643329	Charris Wayman	Application	Error	Gmail		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643330	Brian Muir	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Help Desk	John Robinson	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643367	Christopher Wnek	Server	None	None		TIR Missed: No	0.88
Capitol Hosting	Mycah Mattox	Health		Low	Resolved	TTR Missed: No	1.77
INC000000643382	Jessica Strout	PC/Laptop	Performance	None		TIR Missed: No	0.20
Metro D Desktop Support	Michael Schmidt	Health		Low	Resolved	TTR Missed: No	0.20
INC000000643410	David Dick	None	None	None		TIR Missed: No	0.19
Metro D Hosting	Sean McMillan	Health		Low	Resolved	TTR Missed: No	1.12
INC000000643415	Corina Pace	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643452	Gene Hofeling	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.40
Metro D Desktop Support	Sevier Averett	Health		Low	Resolved	TTR Missed: No	1.87
INC000000643453	Russell Hardy	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643496	Aaron Eliason	Application	Error	Gmail		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	1.52
INC000000643524	Lois Bloebaum	Application	Error	Gmail		TIR Missed: Yes	4.15
Application Services	Dustin Crump	Health		Low	Resolved	TTR Missed: No	4.15
INC000000643554	Marilee O'Connor	Application	Error	None		TIR Missed: No	0.26
Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	0.26
INC000000643570	Nanette Waters	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.03
INC000000643577	Roxanne Landreneaux	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Health		Low	Resolved	TTR Missed: No	0.00
INC000000643591	Slava Kopelev	Server	Error	Microsoft Windows Server 2003	TIR Missed: Yes	1.21
Application Services	Terry Forsgren	Health		Low	Resolved	TTR Missed: No	1.21
INC000000643613	Tonya Hales	None	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	0.00

Health

Incident	Name	Category	Type	Service	TIR/TTR Missed	Value
INC000000643616	Jeanie Reynolds	None	None	None	TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643618	Darryl Snyder	Application	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643625	Lily Doyle	Application	Error	None	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643626	Lily Doyle	Application	None	Novell eDirectory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643637	Ann Granato	Network	Error	None	TIR Missed: No	0.34
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.34
INC000000643654	Bradey Blickfeldt	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643666	Rett Hansen	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643669	Sheila Trott	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643689	Anna Packer	Application	Error	None	TIR Missed: Yes	4.52
	Application Services	Dustin Crump	Health	Low	Resolved	TTR Missed: No	4.95
INC000000643729	Chad Campbell	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643753	Martin Aguero	Mainframe	Password	BlueZone	TIR Missed: No	0.19
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.39
INC000000643773	Cyndi Bemis	Application	Error	Gmail	TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643775	Kimberly Hart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643869	Anna Fondario	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643912	Carri Forsgren	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643917	Carma Mordecai	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed: No	0.00
INC000000643920	Teresa Gentry	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed: No	0.00

Health

INC000000643947	Charles Hawley	Network	Error	None		TIR Missed: No	0.29
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	1.06
INC000000643951	Chelsea Hussey	None	None	None		TIR Missed: No	0.36
Application Services	Tony Larsen	Health		Low	Resolved	TTR Missed: Yes	13.24
INC000000643964	Ron Sufficool	None	None	None		TIR Missed: No	0.37
Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	1.03
INC000000644001	Susan Goodson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.21
Voice Operations	Romanza Hamblin Sorensen	Health		Low	Resolved	TTR Missed: No	0.56
INC000000644018	John Strong	Application	Error	Gmail		TIR Missed: No	0.07
Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.35
INC000000644027	Cathy Hernandez	EIS Hardware	PC/Laptop	None		TIR Missed: No	0.09
Metro D Desktop Support	Sevier Averett	Health		Low	Resolved	TTR Missed: No	0.37
INC000000644043	Adriana Moreno	Network	Password	Utah Master Directory		TIR Missed: No	0.00
Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.00
INC000000644074	Lin-Marie Wright	Application	Error	None		TIR Missed: No	0.51
Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed: No	3.62
INC000000644128	Kathy Paras	Application	Error	Microsoft Word		TIR Missed: No	0.61
Metro D Desktop Support	Steve Gibb	Health		Low	Resolved	TTR Missed: No	1.08
INC000000644146	Ina Oviatt	Application	Error	Medicaid Managed Care System	TIR Missed: No	0.55
Application Support - Oracle	Tony Hess	Health		Low	Resolved	TTR Missed: No	0.55
INC000000644189	Aaron Eliason	Application	Error	None		TIR Missed: No	0.42
Enterprise Security	Dan Cook	Health		Low	Resolved	TTR Missed: No	0.42
INC000000644208	Tad Purser	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.49
INC000000644231	Rett Hansen	Telecom	Voice Mail	Telephone		TIR Missed: No	0.11
Voice Operations	Romanza Hamblin Sorensen	Health		Low	Resolved	TTR Missed: No	0.40
INC000000644265	Jane Johnson	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed: No	0.00
INC000000644311	Lori Savoie	PC/Laptop	Virus	None		TIR Missed: No	0.59
Metro D Desktop Support	Eldon Jenson	Health		Low	Resolved	TTR Missed: No	1.63
INC000000644433	Brenda Ralls	Application	Error	Gmail		TIR Missed: Yes	1.82
Application Services	Dustin Crump	Health		Low	Resolved	TTR Missed: No	1.82
INC000000644486	Marc Babitz	Network	Incident	None		TIR Missed: No	0.70
Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed: No	0.70

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Incident	Name	Type	Category	Item		TIR/TTR	Missed	Value
INC000000644487	Bobbie Lou Anderson	Network	Performance	None		TIR Missed:	No	0.49
	Campus Networking	Jordy Davis	Health	Low	Resolved	TTR Missed:	No	0.64
INC000000644508	Brandi Frandsen	Application	Error	PGP		TIR Missed:	No	0.30
	Metro D Desktop Support	Philip Henderson	Health	Low	Resolved	TTR Missed:	No	0.95
INC000000644516	Michelle Muirbrook	Application	Error	None		TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000644517	Kara Verner	PC/Laptop	Error	None		TIR Missed:	No	0.68
	Metro D Desktop Support	Steve Gibb	Health	Low	Resolved	TTR Missed:	No	1.96
INC000000644521	Irene Petrogeorge	Application	Error	None		TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000644615	Tracy Barkley	Application	Error	Gmail		TIR Missed:	No	0.43
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed:	No	0.43
INC000000644641	Erinn Hardin	None	None	None		TIR Missed:	No	0.14
	Metro D Help Desk	Doug Brown	Health	Low	Resolved	TTR Missed:	No	2.89
INC000000644683	Susan Griffing	Application	Error	None		TIR Missed:	No	0.00
	Metro D Help Desk	John Robinson	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000644691	Nancy McConnell	Application	Error	None		TIR Missed:	No	0.61
	Metro D Hosting	Sean McMillan	Health	Low	Resolved	TTR Missed:	No	0.87
INC000000644728	Lisa V Hunt	Application	Password	None		TIR Missed:	No	0.22
	Operations Production Control	Cal Brinton	Health	Low	Resolved	TTR Missed:	No	0.44
INC000000644736	Linda Schiele	Application	Error	Microsoft Windows XP Professic		TIR Missed:	No	0.00
	Metro D Help Desk	Matthew Earl	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000644773	Barbara Brownell	Application	Error	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed:	No	0.97
INC000000644774	Barbara Brownell	Application	Error	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed:	No	0.96
INC000000644775	Jan Miltenberger	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	0.00
	Metro D Desktop Support	Eldon Jenson	Health	Low	Resolved	TTR Missed:	No	0.96
INC000000644781	Butch Luers	None	None	None		TIR Missed:	No	0.99
	Application Support - Data Warehoi	Shana Woodall	Health	Low	Resolved	TTR Missed:	No	1.06
INC000000644799	Rett Hansen	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Don Higgs	Health	Low	Resolved	TTR Missed:	No	0.00
INC000000644803	Rett Hansen	None	None	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Don Higgs	Health	Low	Resolved	TTR Missed:	No	0.00

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INC000000644809	Karla Matheson	Application	None	Utah Master Directory		TIR Missed:	No		0.00
	Help Desk	Julie VanBeekum	Health		Low	Resolved	TTR Missed:	No	0.00
INC000000644841	Tim Morley	Application	Error	Microsoft Windows 7		TIR Missed:	No		0.00
	Metro D Help Desk	Matthew Earl	Health		Low	Resolved	TTR Missed:	No	0.00
INC000000644917	Jan Case	Application	Error	None		TIR Missed:	No		0.00
	Metro D Help Desk	Doug Brown	Health		Low	Resolved	TTR Missed:	No	0.00
INC000000644973	Amanda Yoshida	PC/Laptop	None	None		TIR Missed:	No		0.00
	Metro D Desktop Support	Philip Henderson	Health		Low	Resolved	TTR Missed:	No	0.11